

# Executive

## Revised Opening Times

4 February 2013

## Report of Chief Executive

### PURPOSE OF REPORT

To consider that the opening time on Wednesday is changed from 08.45 to 09.45 with effect from 1 April 2013

This report is public

### Recommendations

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The Executive is recommended:

- (1) To revise the opening time on Wednesday from 08.45 to 09.45 with effect from 1 April 2013, subject to South Northamptonshire Council agreeing to do the same.

### Executive Summary

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#### Introduction

- 1.1 The Joint Arrangements Steering Group received a report at its meeting of 10 January 2013 on the twelve month review of joint working between this Council and South Northamptonshire Council.
- 1.2 The report highlighted the successes during the first twelve months, including over-achieving on the financial targets, but also addressed some of the other issues arising from the introduction of joint working.
- 1.3 One issue that has arisen as a consequence of the reduction in senior managers and the still relatively high number of single council teams is the frequency and effectiveness of team meetings. Such sessions are used for the two-way flow of information within teams, for training and also to meet with teams from other service areas where there is a mutual dependency. Examples include Customer Services and Finance regarding Council Tax collection, or Customer Services with

Environmental Services regarding waste collection.

1.4 A solution that would enable regular and effective team meetings would be to revise the opening hours to enable all staff to participate.

1.5 The current opening hours for Customer Services at this Council are:

- Monday-Tuesday - 08.45-17.15
- Wednesday – 10.00-17.15 (for face-to-face contact) but phone lines are open from 08.45
- Thursday-Friday – 08.45-17.15

South Northamptonshire Customer Services currently open at slightly different times, 08.45-17.15 on Monday-Thursday and 08.45-16.45 on Friday.

1.6 Information from the Customer Services teams at both councils demonstrates that Monday is the busiest day of the week, followed by Tuesday and, therefore, reducing the opening hours on these days should be avoided. There is a minimal difference in customer contact between Wednesday, Thursday and Friday. The Joint Management Team are normally divided between the two councils with the exception of alternate Wednesdays when JMT meetings are held and,, therefore, all team members are in the same place for that day only. Wednesday is also the day on which most part-time staff work.

### **Proposals**

1.7 It is proposed that the opening hours for this Council should be altered to allow for staff meetings to take place each Wednesday. The staff meetings would conclude by 09.30 which would then enable services to operate from 09.45, with effect from 1 April 2013. This would enable notification of the change in opening hours to be included in the annual council tax mailing and also to be included in local media and on the CDC website.

### **Conclusion**

1.8 A report is also being presented to the Cabinet at South Northamptonshire at their meeting on 11 February proposing the same revision to opening times. The Executive's decision will be reported verbally at that meeting.

## **Key Issues for Consideration/Reasons for Decision and Options**

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- 3.1 Opening later on Wednesday will facilitate the holding of regular and effective team meetings amongst staff.

**Option One** To accept the recommendation

**Option Two** To reject the recommendation and make no change to office opening hours.

## **Consultations**

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**UNISON**

## **Implications**

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**Financial:** There are no financial implications arising from this report.

Comments checked by Karen Curtin, Head of Finance and Procurement – 0300 0030106

**Legal:** There are no legal implications arising from this report.

Comments checked by Kevin Lane, Head of Law and Governance – 0300 0030107

**Risk Management:** There are no legal implications arising from this report.

Comments checked by Kevin Lane, Head of Law and Governance – 0300 0030107

## **Wards Affected**

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All

## **Document Information**

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<b>Appendix No</b>	<b>Title</b>
None	
<b>Background Papers</b>	
None	
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