

Decision by officer following Specific Delegation from Council/Committee

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| 1 | Committee delegating decision | Personnel Sub-Committee |
| 2 | Date of meeting | 11 January 2016 |
| 3 | What decision was delegated: (from decision notice/minutes) | CUSTOMER SERVICES RESTRUCTURE vii) the Chief Executive, in consultation with the Chairman of the Personnel Sub-Committee, be authorised to approve the final arrangements taking into account the consultation responses. |
| 4 | Minute number | 9 |
| 5 | Any declarations of interest made by Councillors at the Committee in relation to this decision. | No |
| 6 | Date delegated decision made: | 2 March 2016 |
| 7 | Officer making the decision: | David Oliver Cllr Roger Glithero |
| 8 | What decision was made under the delegation? | Approval of the recommendations in the Personnel Sub Committee Report as listed below:- <ol style="list-style-type: none"> 1. Approve the flexible retirement request from Post Number 02/450 2. Approve the creation of two senior customer service advisors roles (subject to job evaluation) in Customer Services 3. To approve the creation of one Customer Services Manager (subject to job evaluation) and the deletion of the other Customer Services Manager role in Jan 2018. 4. To approve the use of flexi time scheme in customer services. 5. Approve a 40 hour increase to the customer services team at the customer service adviser level as a result of the increased contribution from revenues and benefits and the reduced hours of one of the customer service advisers. |
| 9 | Reason(s) for the decision taken: | The staff consultation was undertaken and overall they are supportive of the proposed changes to the service. A report was presented to Cllr Glithero and David Oliver outlining the consultation process and results and they approved the 5 recommendations above. |

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| 10 | Were any other options considered and why were they rejected? | No other options were considered at this stage. |
| 11 | Documents that were considered when making this decision: <i>(The documents must be kept for 4 years from the date of decision)</i> | Report outlining the results of the staff consultation. |
| 12 | Any reasons why part or all of this report should be redacted before publication | Contains staff names and grade information. |

Notes for completion:

1. Boxes in grey will be completed by Democratic Services and emailed to the relevant officer for report completion.
2. When the decision has been made, the relevant officer should complete the report within 14 days and send it to Democratic services for publication on the council's website in line with the Openness of Local Government Regulations 2014.