

Agenda item 4

Personnel Sub Committee- 14th March 2017

To approve the initial work plan for the Clerk and her team for 2017/8 and give guidance on timescales and costs for key areas of work.

The Council has benefitted from a settled period with only minor changes in staffing and members up and until this year. On the positive side this has resulted in continuity and established ways of operating. On the down side it has resulted in inertia in a number of key areas. The opportunity with the new member intake and a new clerk presents an opportunity to embrace different ideas and ways of doing things. The following would be my recommendations as areas to focus on and from these a work plan for the year.

- There has been little investment in technology and the role it plays in improving efficiency. This means that staff are not always able to operate effectively and customers are limited to office hours to receive services. Disproportionate time is being taken up with activities that could and should be automated which would free up resources to spend on more valued activities.
- Insufficient attention has been paid to policy and strategy development. Many policies are scant in detail, dated and lacking in usefulness. This covers the full gambit of policies from health and safety, to asset management (such as environmental strategy, tree management etc) personnel to governance. Failure to have proper policies results' in poor decision making, additional expense and opens you up to challenge. Perhaps more important is what is the vision for Hamble going forward and what is needed to make this a reality?
- Core information around operational activities is not available for members. Understanding who are customers are, what services they are seeking and as importantly who is not using the parish council is core information. Equally how do staff spend their time, what activities are most expensive and how is this reflected in the Councils cost base. Ensuring that this is understood by everyone is core to building trust.
- Our public profile is weak and relies on traditional platforms to disseminate information. This means people seeking out information which takes time and effort to process rather than ensuring that they receive it before they know they want it! It creates opportunities to promote and generate income for both the Council and the local area.
- Lastly training and development is not structured, mandatory and effective. Everyone needs to be equipped to undertake the role they are being asked to perform. Failure to engage in training and development should incur sanctions.

These are broad themes need discussion with all members. None the less there are some key projects or areas of work that we should focus on. These activities are all on top of what is the day job. The work of the office at the moment involves a high degree of repetitive, detailed jobs that absorb significant amounts of time and limit the potential to progress these other activities. It would therefore be useful to understand whether these areas of work chime with members as their priorities and the expectation about delivery. A more detailed plan can then be developed with resources and timescales identified as needed. Please see the attached plan.

| Activity | Outcome | Lead | Cost | Timescale |
|--|--|---------------------|-------------|------------------|
| Core business | | | | |
| Sync email systems for all staff and to support the use of smart phones/emails etc | Promote mobile and remote working | Amanda | | |
| Install additional telephone line to office to avoid diverts to answer phone | Provide improved service to customers | Amanda | | |
| Provide regular updates to members on frequency and content of customer contacts | Insight into volume of business | Amanda/ Jeanette | | |
| Ensure monthly bulletin from the Grounds team on key tasks for the coming month. Will be published on website | Raise awareness of the work carried out by staff and invite feedback | Richard | | |
| Publish map of assets that the Council maintains on the website to signpost people to the correct organisation | Better customer service and improved awareness | Richard | | |
| Update and or replace website to improve functionality | Move to self-service for key transactional activities – improve customer choice and reduce admin costs | Jeanette | | |

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|---|--|-------------------------|--|--|
| Investigate use of smart phones and app for grounds team to help speed up reporting of issues and feeding back to customers | Improve customer service | Amanda/Richard | | |
| Develop a social media strategy and start to implement key aspects of it | Promote the local area, activities and work of parish council and partners | Members? | | |
| Asset management | | | | |
| Consider purchase of a card only machine at Foreshore Car Park | Reduce cash handling and business continuity measure should one fail. | Richard | | |
| Upload asset information onto Pear System and prepare an inspection and renewal programme. | Strategic tool in managing risks and prioritising investment | Jacque | | |
| Identify clear targets for future investment based on a prioritisation exercise | Understand financial constraints and develop a shopping list for external funding purposes | Members | | |
| Undertake a Options appraisal of Mount Pleasant to explore options for future use | Provide realistic proposals for change and investment. | TBA | | |
| Renew insurance cover. | | Amanda | | |
| Strategic planning | | | | |
| Undertake a community wide consultation exercise | Priorities for the future and an emerging vision | TBA | | |
| Understand how key themes can translate into a vision for Hamble for the future | Generate a neighbourhood Plan or a Village Plan to drive change | Members | | |
| Engage in partnership working with EBC and others to align our priorities and find ways to | Partnership Plan to access wider resources | Chair/Deputy/ Amanda | | |

| | | | | |
|--|---|-----------------------------|--|--|
| deliver them | | | | |
| Improve the Parish input into planning applications with a special focus on pre application discussions with promoters | Training and guidance for members | Members | | |
| Policy and strategy development | | | | |
| Undertake an audit of current policies for adequacy and appropriateness | Understand key areas of weakness and strengths | Amanda/Jeanette/Richard | | |
| Development of programme of work from audit including Member working parties | Timescale for delivery of new policies | Amanda | | |
| Operational | | | | |
| Review cleaning regime for key buildings excluding the Foreshore facilities | Better use of staff time/cost | Amanda | | |
| Improve reputation around the management of festive lighting and events | Christmas Plan | Working Group | | |
| Develop a foreshore users group | Manage a range of issues linked to the use of our assets | New Foreshore Working Group | | |
| Roll out phase 2 of Dinghy park allocation process | Self service and e-payment | Dinghy Park Working Group | | |
| Develop contact list for allotment users | Improve communication to customers | Jeanette | | |
| Financial | | | | |
| Review current banking arrangements including the use of card readers | To increase the use of e banking to improve effectiveness and reduce costs. | Amanda | | |
| Understand where costs are within the business and | Greater focus on efficiency | Amanda | | |

| | | | | |
|--|---|--------|--|--|
| elements that are controllable | | | | |
| Review fees and charges to align cost and use where applicable | Services represent Value for Money whilst generating income | TBA | | |
| | | | | |
| Training and development | | | | |
| Continue Action Learning set and explore other networks to support staff | Ensure support, share ideas and promote development | | | |
| Arrange training on Planning, development management and finance for members and staff | Manage core council business | Amanda | | |
| Continue to support professional development | Staff are equipped to undertake job | All | | |
| Identify skills gaps arising from this work programme | | | | |



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**The Leading Provider of Employment Law, HR and
Health & Safety Support to Town & Parish Councils**



Welcome to Ellis Whittam

I am a Business Director for Ellis Whittam and I have the privilege of managing our relationship with the Society of Local Council Clerks (SLCC) and working with many of its members.



We are the established leader in the provision of Employment Law, HR and Health and Safety services to well over 130 local councils in addition to clients in the wider not-for-profit sector.

We help the SLCC by supplying them with employment law support and provide advice and guidance notes to members which you may have seen on the SLCC website. We also provide training to SLCC personnel and regularly exhibit and speak at conferences.

Our sector expert Employment Law Advisers and Health & Safety Consultants have vast experience of working with Town and Parish Councils. They are fully conversant with the likes of the Green Book and are aware of the health and safety issues that are priorities for this sector in such challenging times.

With the public sector so closely monitored and highly accountable, we know how important it is for you to ensure that your council remains compliant.

Ellis Whittam relieves you of much of the bureaucratic burden, allowing you to manage your budget with absolute certainty and even reduce your own personal stress levels!

EW appreciates the responsibilities of the council and the huge diversity in the role of the Clerk – we aim to relieve both Clerk and Council of the burden in some of the most critical areas.

Our support allows you to focus on what is most important to you - serving your community.

Peter Murphy
Business Director

Health & Safety

Nick's professional accreditations include CMIOSH and MIIRSM. He is a member of the IOSH Council and is an accredited trainer for IOSH and CIEH. His previous experience includes working as an inspector for the Health & Safety Executive.

Nick will appoint an EW Health & Safety Consultant to perform your General Risk Assessment and prepare your Health & Safety Policy and Handbook. Based on our experience of working with other councils, your Consultant will identify your priority action areas and regularly visit you to help you implement improvements. Crucially, your Consultant will act as your council's legally required Competent Person.



Nick Wilson
Director of Health & Safety Services



Peter Schofield
Director of Legal Services

Employment Law & HR

Peter is one of the country's leading Employment Law experts. His legal career has included lecturing, writing books and lobbying government on behalf of employers for one of the country's largest not-for-profit employer organisations. Peter will appoint a member of his team to be your dedicated Employment Law Adviser.

Your adviser will have expert knowledge of the Green Book, ensuring your council is always legally compliant and following best practice. In addition to providing critical advice, your adviser will draft your documents, letters and emails for you, taking care of all your HR and employment law challenges. You have truly unlimited support for a fixed fee.

What Our Clients Say

What The SLCC Says About EW

“EW have provided us with a professional level of service in the production of policy documents, employee relations advice and training. They have taken the time to understand the local council sector and as an end user we feel that the advice is bespoke and responsive to our needs.” Bethan Osborne, SLCC

What The Clerks Say About EW

“What we like best about the service is that our dedicated employment law adviser is familiar with local authority procedures. They helped us rewrite all our contracts of employment, policies and procedures, and produced an excellent Employees’ Manual that has been issued to all staff... It’s like having your own HR Manager and Health & Safety Manager but at the end of the telephone. I have nothing but praise for Ellis Whittam.”

“The service we receive from our employment law adviser is first rate – no question is too small, no problem too big. The service far exceeds our expectations and matters are handled in a most robust and efficient way.”

“Peace of mind to walk through the minefield of staffing issues safely is provided to Councils and Clerks by Ellis Whittam’s service.”

“Having this sort of expertise on hand gives us great peace of mind and being able to access it at a fixed fee rate is a real plus point where budgets are concerned.”

For further information,
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**To: Chief Executives in England, Wales and N Ireland
(copies for the Finance Director and HR Director)
Members of the National Joint Council**

16 May 2016

Dear Chief Executive,

2016 and 2017 PAYSCALES & ALLOWANCES

The rates of pay applicable from **1 April 2016** and **1 April 2017** are attached at **Annex 1**.

The new rates for allowances up-rated in line with the headline pay increase of one per cent in each year are set out at **Annex 2**.

Agreement has been reached with the NJC Trade Union Side on these rates, (with UNISON and GMB voting to accept).

Joint Reviews of Term-Time Working and the National Pay Spine:

The NJC will shortly agree and publish Terms of Reference and timetables for these reviews.

Yours sincerely

Sarah Messenger
Justin Bowden
Fiona Farmer
Heather Wakefield

Joint Secretaries

ANNEX 1

| SCP | 1 April 2016 | | 1 April 2017 | |
|-----|--------------|-----------|--------------|-----------|
| | per annum | per hour* | per annum | per hour* |
| 6 | £14,514 | £7.52 | £15,014 | £7.78 |
| 7 | £14,615 | £7.58 | £15,115 | £7.83 |
| 8 | £14,771 | £7.66 | £15,246 | £7.90 |
| 9 | £14,975 | £7.76 | £15,375 | £7.97 |
| 10 | £15,238 | £7.90 | £15,613 | £8.09 |
| 11 | £15,507 | £8.04 | £15,807 | £8.19 |
| 12 | £15,823 | £8.20 | £16,123 | £8.36 |
| 13 | £16,191 | £8.39 | £16,491 | £8.55 |
| 14 | £16,481 | £8.54 | £16,781 | £8.70 |
| 15 | £16,772 | £8.69 | £17,072 | £8.85 |
| 16 | £17,169 | £8.90 | £17,419 | £9.03 |
| 17 | £17,547 | £9.10 | £17,772 | £9.21 |
| 18 | £17,891 | £9.27 | £18,070 | £9.37 |
| 19 | £18,560 | £9.62 | £18,746 | £9.72 |
| 20 | £19,238 | £9.97 | £19,430 | £10.07 |
| 21 | £19,939 | £10.34 | £20,138 | £10.44 |
| 22 | £20,456 | £10.60 | £20,661 | £10.71 |
| 23 | £21,057 | £10.91 | £21,268 | £11.02 |
| 24 | £21,745 | £11.27 | £21,962 | £11.38 |
| 25 | £22,434 | £11.63 | £22,658 | £11.74 |
| 26 | £23,166 | £12.01 | £23,398 | £12.13 |
| 27 | £23,935 | £12.41 | £24,174 | £12.53 |
| 28 | £24,717 | £12.81 | £24,964 | £12.94 |
| 29 | £25,694 | £13.32 | £25,951 | £13.45 |
| 30 | £26,556 | £13.76 | £26,822 | £13.90 |
| 31 | £27,394 | £14.20 | £27,668 | £14.34 |
| 32 | £28,203 | £14.62 | £28,485 | £14.76 |
| 33 | £29,033 | £15.05 | £29,323 | £15.20 |
| 34 | £29,854 | £15.47 | £30,153 | £15.63 |
| 35 | £30,480 | £15.80 | £30,785 | £15.96 |
| 36 | £31,288 | £16.22 | £31,601 | £16.38 |
| 37 | £32,164 | £16.67 | £32,486 | £16.84 |
| 38 | £33,106 | £17.16 | £33,437 | £17.33 |
| 39 | £34,196 | £17.72 | £34,538 | £17.90 |
| 40 | £35,093 | £18.19 | £35,444 | £18.37 |
| 41 | £36,019 | £18.67 | £36,379 | £18.86 |
| 42 | £36,937 | £19.15 | £37,306 | £19.34 |
| 43 | £37,858 | £19.62 | £38,237 | £19.82 |
| 44 | £38,789 | £20.11 | £39,177 | £20.31 |
| 45 | £39,660 | £20.56 | £40,057 | £20.76 |
| 46 | £40,619 | £21.05 | £41,025 | £21.26 |
| 47 | £41,551 | £21.54 | £41,967 | £21.75 |
| 48 | £42,474 | £22.02 | £42,899 | £22.24 |
| 49 | £43,387 | £22.49 | £43,821 | £22.71 |

*hourly rate calculated by dividing annual salary by 52.143 weeks (which is 365 days divided by 7) and then divided by 37 hours (the standard working week in the National Agreement 'Green Book')

Part 3 Paragraph 2.6(e) Sleeping-in Duty Payment:

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £34.34 | £34.68 |

**RATES OF PROTECTED ALLOWANCES AT 1 APRIL 2016 and 1 APRIL 2017
(FORMER APT&C AGREEMENT (PURPLE BOOK))**

Paragraph 28(3) Nursery Staffs in Educational Establishments - Special Educational Needs Allowance

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £1,227 | £1,239 |

Paragraph 28(14) Laboratory / Workshop Technicians

City and Guilds Science Laboratory Technician's Certificate Allowance:

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £199 | £201 |

City and Guilds Laboratory Technician's Advanced Certificate Allowance:

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £145 | £146 |

Paragraph 32 London Weighting and Fringe Area Allowances £ Per Annum

Inner Fringe Area:

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £832 | £840 |

Outer Fringe Area:

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £579 | £585 |

Paragraph 35 Standby Duty Allowance - Social Workers (1)(a)(i) Allowance - Per Session

| | |
|---------------------|---------------------|
| 1 April 2016 | 1 April 2017 |
| £27.62 | £27.90 |

FORMER MANUAL WORKER AGREEMENT (WHITE BOOK)

Section 1 Paragraph 3 London and Fringe Area Allowances £ Per Annum

Inner Fringe Area:

1 April 2016
£832

1 April 2017
£840

Outer Fringe Area:

1 April 2016
£579

1 April 2017
£585