

## Trade Union Consultation Meeting

Wednesday, 2 February 2022, 10.30am, Microsoft Teams

### Decision Notes and Actions Arising

Attendees	LBE	Trade Unions	Apologies
	Julie Mimmagh, Chair	Christine Sesstein (Unison)	Terry Smith (Unite)
	Iona MacKinnon, Note taker	Paul Bishop (Unison)	Nadine Clark
	Presenting Officers:	Denise Handscomb-Teagle	Tracey Adnan (Unison)
	Kieran Murphy	Anna Woodcock (GMB)	Krissy O'Hagan (GMB)
	Eleanor Brown		
	Vanessa Tanner		
	Simon Gardner		
	Enitan Modupe		
	Irene Papasavva		

		OWNER
<b>1</b>	<b>Knowledge &amp; Insight Hub Restructure</b>	
	<p><i>Kieran Murphy presented</i></p> <p>KM asked for this to not be minuted as it is coming back on the 16<sup>th</sup> February.</p> <p><b>DS to bring the detailed proposal and report to the next TU Meeting</b></p>	
<b>2</b>	<b>Complaints &amp; Access to Information Team</b>	
	<p><i>Eleanor Brown/Vanessa Tanner presented</i></p> <p>This restructure aims to provide department resource, improve service delivery and efficiency when handling and responding to Member Enquiries and Complaints, strengthen the management of Subject Access Requests and support the Medium-Term Financial Plan. There are also several other outcomes detailed in the report.</p> <p>With the replacement of the Councils Customer Relationship Management System (CRM), the MEQs, FOIs and SARs will be able to run through this system. This will allow for the reduction of manual inputting of data and an increase in accuracy and speed. It also allows departments and officers to self-serve and be less reliant on a centralised team. One of the enablers to allow teams to be placed into the different departments lies on this CRM system and EB believes that if this doesn't go live by the 5th May, then this restructure will not be able to go ahead.</p> <p>Within the current structure, there are a number of interim arrangements, acting up and fixed-term contracts linked to temporary funding in the service. There is 1 Senior Complaints Officer (currently acting up from the Complaints Coordinator due to end in</p>	

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June) and 1 Senior Complaints Officer on a fixed-term contract due to end in July 2022 as funding runs out then.

The new restructure will result in staff being placed under existing managers in the 4 departments. This will put 3 members of staff at risk as their roles will be deleted:

- 1x FTE MM2 Team Manager
- 1x FTE MM2 Deputy Team Manager
- 1x FTE Secondment to Planning of MEQ Team Leader (SO1)

If these 3 individuals do not want to apply for alternative roles within the team then they will be available for those on a fixed-term contract to apply for.

The following roles will also be terminated:

- 1x FTE Senior Complaints Officer (acting up from substantive Complaints Coordinator post) (PO2) (mentioned above)
- 1x FTE Senior Complaints Officer fixed term contract (PO2) as this post is linked to temporary funding which ceasing in FY22/23 (mentioned above)
- 1x 0.5FTE Complaints Coordinator secondment from Customer Experience Service (Sc 6)
- 4x agency staff

The new structure in the following departments will be:

**Place Department**

- 1 FTE PO2 Senior Complaints Officer
- 2 FTE Scale 6 Complaints Coordinators
- 1 FTE Scale 6 MEQ Coordinator

**People Department:**

- 1 FTE Scale 6 MEQ Coordinator

**CEX and Resources Departments:**

- 2.5 FTE PO2 Senior Complaints Officers
- 3 FTE Scale 6 Complaints Coordinators
- 1 FTE SO1 SARs & Information Sharing Requests

EB explained that where officers have experience of supporting specific departments, they will be reassigned accordingly. A new JD will be required for the SAR SO1 post, it has been created and evaluated but not yet implemented as this needs to be reviewed by the Data Protection Officer team which this post will sit under.

CS asked whether it is normal to end a contract before the end date. VT explained that as the fixed-term post is linked to funding, if the funding is stopped then it is normal to end a contract early.

EB will begin her consultation with staff on Monday 7<sup>th</sup> February and has spoken to the 3 individuals at risk.

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	TU colleagues have been invited to attend the consultation meeting.  <b>TU's had no objections to proceeding</b>	
<b>3</b>	<b>Meridian Water Team Restructure</b>	
	<i>Simon Gardner presented</i>  Within the Regeneration section of the Meridian Water Team, there are currently two vacant posts, a Scale 6 Project Support Officer and SO2 Project Officer. Having reviewed the structure, SG would like to replace these vacant posts with a PO2 Principal Regen Officer post and with the surplus money remaining also create a Project Management Apprentice post.  No questions asked  <b>TU's had no objections to proceeding</b>	
<b>4</b>	<b>Place PA Restructure</b>	
	<i>Enitan Modupe/Irene Papasavva presented</i>  The proposal here is to create an additional full-time PA to Director post (Scale 6) as the Place department has grown and enquiries are coming through which are no longer manageable. This new PA role will report to the Business Manager for Place and provide more capacity within the department.  No questions asked.  <b>TU's had no objections to proceeding</b>	
<b>4</b>	<b>Notes of previous meeting, 19 January 2022</b>	
	<ul style="list-style-type: none"> <li>Financial Assessment Service – SS to re-draft the career progression JD and share with TU's</li> </ul>	SS
<b>5</b>	<b>Any other business</b>	
	None	
	<p style="text-align: center;"><b>Next meeting</b> <b>Wednesday, 16 February 2022 10.30am</b> <b>Microsoft Teams meeting</b></p>	

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