

Draft Minutes of the Local Joint Consultative Committee Meeting held 18th April 2007 at the Council Offices, Monkton Park, Chippenham at 2.30pm

Present:

Employer's side: Councillors D.B. Allen and V.H. Greenman

Staff side: A. Inkpen and B. Matthews (UNISON)

Officers Present: N. Appleby (Temporary Policy and Democratic Services Assistant), A. Clark (Customer Services Officer), D. Lardner (Human Resources Advisor), S. Lynch (Senior Customer Services Officer), L. May (Policy and Democratic Services Assistant), S. Pangbourne (Strategic Manager – Corporate Services), D. Stirling (Asset, Design and Regeneration Team Leader), and C. Togher (Human Resources Advisor)

LJCC65. Election of Chairman for the Meeting

Resolved that Councillor V.H. Greenman be elected as Chairman for the meeting.

Councillor V.H. Greenman in the Chair.

LJCC66. Apologies for Absence

Apologies were received from E. Orchard (Human Resources Team Leader).

LJCC67. Minutes

Consideration was given to the Minutes of the meeting of the Local Joint Consultative Committee held on 13th February 2007.

Resolved that the Minutes of the Meeting of the Local Joint Consultative Committee held on 13th February 2007 be approved and signed as a correct record.

LJCC68. Declarations of Interest

No declarations of interest were received.

LJCC69. Telephone Recording Policy

Consideration was given to Report No. 5 (circulated with the Agenda) which completed the formal consultation process with UNISON on amendments to the Information Management and Data Security Policy in relation to the proposed introduction of telephone call recording and monitoring.

Issues discussed during consideration of this item included:

- Current system measures quantity but not quality;
- Will use Fluency software (Braxtel) to measure quality;
- This software is in place at a cost of £18,500 to the Council;
- Can use system for training purposes, to support staff and to monitor abusive calls;
- At commencement of call, automated message will inform customer of call recording. They will have the option to not be recorded;
- UNISON's concerns with future outsourcing possibilities;
- Quality standards need to be made clear to all employees; and
- Report should come back displaying results and use – needs to be measured to see purpose.

Resolved that the Local Joint Consultative Committee

- (1) Agree to the proposals to introduce call recording and monitoring; and
- (2) Agree the amendments to the Information Management and Data Security Policy; and

Recommend to the Personnel, Licensing and Administration Committee that call recording and monitoring be introduced and that the relevant amendments to the Information Management and Data Security Policy are made.

LJCC70. Gender Equality Scheme

Consideration was given to Report No. 6 (circulated with the Agenda) which requested that the Committee endorse the draft Gender Equality Scheme and Action Plan and recommend to the Personnel Licensing and Administration Committee that they approve and adopt the scheme.

Issues discussed during consideration of this item included:

- Requirement of Gender Equality Duty is to produce a Gender Equality Scheme;

- The scheme is out for consultation and must be published by the end of April 2007;
- Feedback had already been received from a variety of consultees and the changes that will be made to the draft scheme as a result of this feedback will strengthen the final scheme;
- Corporate Management Board/Team Leader's Group Meeting have viewed and had input forming some of the gender equality objectives contained in the draft scheme;
- The Internal Equality & Diversity Group will work on progressing the action plan and will report annually on the progress made;
- UNISON's concerns that HR is a completely female team at NWDC;
- Contained within the Gender Equality Action Plan, one of the equality objectives is to address under-representation of one gender in certain functions; and
- UNISON's suggestion of a need to promote HGV driving to females – perhaps through a 'Female Only HGV Trainee Driving Scheme' and that this should be included within the action plan.

Recommendation to the Personnel, Licensing and Administration Committee that the draft Gender Equality Scheme and Action Plan be approved and adopted.

LJCC71. Any Other Business

UNISON's Concern over the Unitary Council Decision Process

UNISON stated that in their view the Council's decision to support a Unitary Council status without any consultation with the public, partners or UNISON broke the Council's own consultation protocol and that the Members should consider referring themselves to the Standards Board.

Members present at the meeting assured the Committee that they would give due consideration to UNISON's views.

An exempt item was raised for consideration under Any Other Business. See below.

Exclusion of Press and Public

Resolved that under Section 100A(4) of The Local Government Act, 1972, the public be excluded from the remainder of the meeting on the grounds that the following items of business involve the likely disclosure of exempt information as defined below and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information:

Agenda item/Report name	Paragraph of the Act / Schedule describing the exemption
Agenda Item 7a – Post 8307	Paragraphs 1 and 2 of the Act

Post 8307

Consideration was given to Report No. 7a (circulated at the meeting) which requested that the Committee agree with the Staff Side that the consultation process had been undertaken in relation to Post 8307 and to confirm this to Personnel, Licensing and Administration Committee.

Issues discussed during consideration of this item included:

- Funding had been offered by the partners and NWDC to the post but this is insufficient to maintain a full-time position;
- The post holder had declined part-time employment and opted for redundancy;
- UNISON stated their disappointment that the funding for this post has been reduced but thanked NWDC for their commitment to the post thus far;
- The post has attracted considerable inward funding over the last 6 years;
- UNISON hoped that some presence would still be provided in this position as funding may come back in the future;
- The partnership hope to keep some presence in the post; and
- UNISON's suggestion that a part-time post be established to continue with the Partnership Project and to recommend this to Personnel, Licensing and Administration Committee.

Recommendation to the Personnel, Licensing and Administration Committee that the appropriate consultation process has been completed in accordance with the Council's agreed consultation protocol.

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Admin Note – UNISON thanked Members past and present for their involvement on the Local Joint Consultative Committee.

The meeting concluded at 3.30pm.

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