

CITY AND COUNTY OF SWANSEA

NOTICE OF MEETING

You are invited to attend a Meeting of the

CORPORATE SERVICES CABINET ADVISORY COMMITTEE

At: Committee Room 5, Guildhall, Swansea

On: Wednesday, 31 August 2016

Time: 4.00 pm

Chair: Councillor Erika Kirchner

Membership:

Councillors: J A Hale, T J Hennegan, Y V Jardine, A J Jones, R D Lewis, D J Lewis, H M Morris, M Thomas and L V Walton

AGENDA

Page No.

- | | | |
|----------|---|----------------|
| 1 | Apologies for Absence. | |
| 2 | Disclosures of Personal and Prejudicial Interests.
www.swansea.gov.uk/DisclosuresofInterests | |
| 3 | Minutes.
To approve & sign the Minutes of the previous meeting(s) as a correct record. | 1 - 4 |
| 4 | Customer Contact Aspect. | 5 |
| 5 | Invest to Save Loans. (Verbal) | |
| 6 | Work Programme 2016-2017. | 6 |
| 7 | Exclusion of the Public. | 7 - 10 |
| 8 | Agency Workers. | 11 - 12 |

Next Meeting: Wednesday, 28 September 2016 at 4.00 pm



Huw Evans
Head of Democratic Services
Wednesday, 24 August 2016

Contact: Democratic Services: - 636923

CITY AND COUNTY OF SWANSEA

MINUTES OF THE CORPORATE SERVICES CABINET ADVISORY COMMITTEE

HELD AT COMMITTEE ROOM 5, GUILDHALL, SWANSEA ON WEDNESDAY, 27 JULY 2016 AT 4.00 PM

PRESENT: Councillor E T Kirchner (Chair) Presided

Councillor(s)

T J Hennegan
D J Lewis

Councillor(s)

Y V Jardine
M Thomas

Councillor(s)

A J Jones

Also Present

Councillor C E Lloyd Cabinet Member for Transformation and Performance

Officer(s)

Linda Phillips Organisational Development Project Officer
Jeremy Parkhouse Democratic Services Officer

Apologies for Absence

Councillor(s): J A Hale and L V Walton

10 **DISCLOSURES OF PERSONAL AND PREJUDICIAL INTERESTS.**

In accordance with the Code of Conduct adopted by the City and County of Swansea, the following interest was declared: -

Councillor M Thomas - agenda as a whole - my wife works for the Authority.

NOTED that Councillor M Thomas had received dispensation from the Standards Committee in respect of his wife.

11 **MINUTES.**

RESOLVED that the Minutes of the meeting held on 29 June 2016 be agreed as correct record.

12 **CUSTOMER CONTACT ASPECT - TERMS OF REFERENCE. (VERBAL)**

Councillor C E Lloyd, Cabinet Member for Transformation & Performance attended the meeting and updated Members of the Committee on the Customer Contact Aspect Terms of Reference. He outlined that it was important to assess the customer contact services of the Authority and how to improve.

He made reference to the following that were contained in the Terms of Reference: -

- Support Customer Service Model;
- Preferred method of contact;

- Digital Contact – Cost less;
- Hours of opening / out of hours;
- Follow up / Keeping customer informed – reduce multiple contact;
- Customer Charter / The Swansea Standard – Impact?;
- Non-Customer facing etiquette – Phone handling, e-mail;
- Not exhaustive list.

The Committee asked a number of questions of the Cabinet Member, who responded accordingly. Discussions centred around the following: -

- Services provided by the Contact Centre, Civic Centre and the centralisation of staff to improve customer contact;
- How the digital element had improved customer contact, including self-service provision for internal staff / councillors;
- Public perception of Council services being influenced by the initial contact made via the Contact Centre and receiving relevant feedback from customers regarding their experiences;
- Building upon the work of the Scrutiny investigation on Corporate Culture;
- Managing expectations of customers;
- The need to introduce automated systems for telephone and web enquiries.

The Chair thanked the Cabinet Member for his report.

RESOLVED that: -

- 1) The contents of the report be noted;
- 2) The Head of Communications & Customer Engagement and the Contact Centre Customer Service Manager be invited to attend the next scheduled meeting to discuss the Customer Care Aspect.

13 **UPDATE - GENDER PAY GAP PROJECT.**

Linda Phillips, Organisational Development Project Officer provided an update report regarding the Gender Pay Gap Project.

Further to previous Committee discussions, she reported that Dr Alison Parken of Cardiff University, the leading research specialist in this area, had undertaken further analysis of the Council's workforce data and reported back to the Head of Human Resources & Organisational Development on 12 July 2016.

Dr Parken's overview of June data 2016 summary was provided as follows:

- 10665 employees (headcount) at point of downloading the data into the tool.
- Gender Composition: women 72% and men 28%.
- Stock of jobs: 35% are offered on a FT basis and 65% PT
- 62% of posts are permanent, 37% temporary, 1% casual.

- Half of permanent posts are offered on a full time basis, half part time.
- Men hold 35% of all permanent jobs (over-representation)
- Women hold 65% of all permanent jobs (under-representation)
- Men hold 16% of all temporary posts, women 84% (over-representation)
- Men hold 57% of all full time posts (over-representation); women hold 88% all PT posts (over-representation) (3815 FT posts, 6850 PT posts)
- Women are more than twice as likely to be in temporary work than men.
- Women are over-represented in part time permanent jobs and temporary jobs.

It was added that crucially, men hold 60% of all full time permanent posts – the route to progression. This was also the route to ‘making work pay’ in low grades posts (women *overwhelmingly* were working part-time in low grade posts).

The ‘elite’ – permanent full time roles - are dominated by men; at 28% of the workforce they hold 60% of all these jobs, with 69% of all men working in this contract type/pattern.

Full time work was usually most associated with mid to higher graded work, while part-time was associated with the lowest three grades. These patterns would inevitably create and sustain gender pay gaps.

Most temporary jobs are part time, therefore the addition of temporary full time jobs only brings the percentage of women working full time up to 21%.

Dr Parken’s view was that overall, the Authority is a ‘typical’ local authority, with one exception, the size of our temporary workforce. There is a higher stock of full time jobs in this employment when compared to other local government workforces in Wales, but no difference in the percentage of that stock held by women at 17%.

It was pointed out that the temporary workforce was high because the Authority does not generally offer ‘fixed term contracts’ any longer. They were all classed as ‘temporary’, which could account for the relatively high figure, but this would be investigated further as part of the project.

Following the initial interview, Dr Parken suggested the following: -

1. Investigate Casual workers data further;
2. Investigate ‘Multiple’ post-holders and the size of this ‘issue’;
3. Investigate the Chief Officers / HOS data in the GEPA tool;
4. Job Families analysis;
5. Pipeline Analysis;
6. Comparison with other Local Authorities;
7. Policy Analysis;

8. Workforce Engagement for in depth context analysis.

It was added that work would continue to analyse 'actual hours' data for casuals / relief staff and to build a Job Families report and input into the GEPA tool. A further update would be provided in October 2016.

The Committee asked questions of the Officer who responded accordingly. Discussions centred around the following: -

- Definitions of employees, e.g. 'casual workers';
- Makeup of the workforce, particularly staff who are multiple post holders;
- Comparing the workforce with those of other local authorities;
- Number of employees using the option of flexible retirement;
- Part-time work offering women more flexibility;
- Workforce engagement;
- Managing workforce expectations.

RESOLVED that: -

- 1) The contents of the report be noted;
- 2) An update report be provided in October 2016 on the items 1-6 on the list above.

14 **WORK PROGRAMME 2016-2017.**

The Chair presented an updated Work Programme 2016-2017.

RESOLVED that: -

- 1) The contents of the report be noted;
- 2) The Head of Communications & Customer Engagement and the Contact Centre Customer Service Manager be invited to attend the meeting scheduled for 31 August 2016.

The meeting ended at 5.05 pm

CHAIR

Customer Contact - Terms of Reference

- Support Customer Service Model
- Preferred method of contact
- Digital Contact – Cost less
- Hours of opening/out of hours
- Follow up/ Keeping customer informed – reduce multiple contact
- Customer Charter/ The Swansea Standard – Impact ?
- Non- Customer facing etiquette – Phone handling, e-mail
- Not exhaustive

Agenda Item 6

Report of the Chair

Corporate Services Cabinet Advisory Committee – 31 August 2016

CORPORATE SERVICES CABINET ADVISORY COMMITTEE – WORK PROGRAMME 2016/17

Date	Subject Area	Lead
1 June 2016	<ul style="list-style-type: none"> • Discussions with the Cabinet Member for Transformation & Performance • Feedback from Visit to Helping Hands 	Councillor Clive Lloyd Chair
29 June 2016	<ul style="list-style-type: none"> • Invest to Save Case Studies 	Jeff Dong
27 July 2016	<ul style="list-style-type: none"> • Customer Contact Aspect – Terms of Reference • Update - Gender Pay Gap Project 	Councillor Clive Lloyd Linda Phillips
31 August 2016	<ul style="list-style-type: none"> • Agency Workers • Invest to Save Loans • Customer Contact Aspect 	Andrew Williams / Adrian Osborne / Steve Rees Mike Hawes / Sarah Caulkin Lee Wenham / Julie Nicholas- Humphreys
28 September 2016	<ul style="list-style-type: none"> • Customer Contact Aspect • Update - Smoke Free Spaces 	Dave Picken
26 October 2016	<ul style="list-style-type: none"> • Gender Pay Gap Project • Customer Contact Aspect • Update Report on Equality / Welsh Language 	Steve Rees / Linda Phillips Sherill Hopkins / Phil Crouch

Report of the Deputy Head of Legal & Democratic Services

Corporate Services Cabinet Advisory Committee – 31 August 2016

EXCLUSION OF THE PUBLIC

Purpose:	To consider whether the Public should be excluded from the following items of business.	
Policy Framework:	None.	
Reason for Decision:	To comply with legislation.	
Consultation:	Legal.	
Recommendation(s):	It is recommended that:	
1)	The public be excluded from the meeting during consideration of the following item(s) of business on the grounds that it / they involve(s) the likely disclosure of exempt information as set out in the Paragraphs listed below of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 subject to the Public Interest Test (where appropriate) being applied.	
	Item No.	Relevant Paragraphs in Schedule 12A
	8	14
Report Author:	Democratic Services	
Finance Officer:	Not Applicable	
Legal Officer:	Tracey Meredith – Deputy Head of Legal & Democratic Services (Deputy Monitoring Officer)	

1. Introduction

- 1.1 Section 100A (4) of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, allows a Principal Council to pass a resolution excluding the public from a meeting during an item of business.
- 1.2 Such a resolution is dependant on whether it is likely, in view of the nature of the business to be transacted or the nature of the proceedings that if members of the public were present during that item there would be disclosure to them of exempt information, as defined in section 100I of the Local Government Act 1972.

2. Exclusion of the Public / Public Interest Test

- 2.1 In order to comply with the above mentioned legislation, Cabinet will be requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendation(s) to the report on the grounds that it / they involve(s) the likely disclosure of exempt information as set out in the Exclusion Paragraphs of Schedule 12A of the Local Government

Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

- 2.2 Information which falls within paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended is exempt information if and so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
- 2.3 The specific Exclusion Paragraphs and the Public Interest Tests to be applied are listed in **Appendix A**.
- 2.4 Where paragraph 16 of the Schedule 12A applies there is no public interest test. Councillors are able to consider whether they wish to waive their legal privilege in the information, however, given that this may place the Council in a position of risk, it is not something that should be done as a matter of routine.

3. Financial Implications

- 3.1 There are no financial implications associated with this report.

4. Legal Implications

- 4.1 The legislative provisions are set out in the report.
- 4.2 Councillors must consider with regard to each item of business set out in paragraph 2 of this report the following matters:
 - 4.2.1 Whether in relation to that item of business the information is capable of being exempt information, because it falls into one of the paragraphs set out in Schedule 12A of the Local Government Act 1972 as amended and reproduced in Appendix A to this report.
 - 4.2.2 If the information does fall within one or more of paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended, the public interest test as set out in paragraph 2.2 of this report.
 - 4.2.3 If the information falls within paragraph 16 of Schedule 12A of the Local Government Act 1972 in considering whether to exclude the public members are not required to apply the public interest test but must consider whether they wish to waive their privilege in relation to that item for any reason.

Background Papers: None.

Appendices: Appendix A – Public Interest Test.

Public Interest Test

No.	Relevant Paragraphs in Schedule 12A
12	Information relating to a particular individual.
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 12 should apply. His view on the public interest test was that to make this information public would disclose personal data relating to an individual in contravention of the principles of the Data Protection Act. Because of this and since there did not appear to be an overwhelming public interest in requiring the disclosure of personal data he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
13	Information which is likely to reveal the identity of an individual.
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 13 should apply. His view on the public interest test was that the individual involved was entitled to privacy and that there was no overriding public interest which required the disclosure of the individual's identity. On that basis he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
14	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 14 should apply. His view on the public interest test was that:</p> <p>a) Whilst he was mindful of the need to ensure the transparency and accountability of public authority for decisions taken by them in relation to the spending of public money, the right of a third party to the privacy of their financial / business affairs outweighed the need for that information to be made public; or</p> <p>b) Disclosure of the information would give an unfair advantage to tenderers for commercial contracts.</p> <p>This information is not affected by any other statutory provision which requires the information to be publicly registered.</p> <p>On that basis he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>

No.	Relevant Paragraphs in Schedule 12A
15	<p>Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 15 should apply. His view on the public interest test was that whilst he is mindful of the need to ensure that transparency and accountability of public authority for decisions taken by them he was satisfied that in this case disclosure of the information would prejudice the discussion in relation to labour relations to the disadvantage of the authority and inhabitants of its area. On that basis he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
16	<p>Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.</p>
	<p>No public interest test.</p>
17	<p>Information which reveals that the authority proposes: (a) To give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) To make an order or direction under any enactment.</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 17 should apply. His view on the public interest test was that the authority's statutory powers could be rendered ineffective or less effective were there to be advanced knowledge of its intention/the proper exercise of the Council's statutory power could be prejudiced by the public discussion or speculation on the matter to the detriment of the authority and the inhabitants of its area. On that basis he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
18	<p>Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 18 should apply. His view on the public interest test was that the authority's statutory powers could be rendered ineffective or less effective were there to be advanced knowledge of its intention/the proper exercise of the Council's statutory power could be prejudiced by public discussion or speculation on the matter to the detriment of the authority and the inhabitants of its area. On that basis he felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>

Agenda Item 8

By virtue of paragraph(s) 14 of Schedule 12A
of the Local Government Act 1972
as amended by the Local Government (Access to
Information) (Variation) (Wales) Order 2007.

Document is Restricted