

## **CITY AND COUNTY OF SWANSEA**

### **MINUTES OF THE CORPORATE SERVICES CABINET ADVISORY COMMITTEE**

**HELD AT COMMITTEE ROOM 5, GUILDHALL, SWANSEA ON  
WEDNESDAY, 30 NOVEMBER 2016 AT 4.00 PM**

**PRESENT:** Councillor E T Kirchner (Chair) Presided

**Councillor(s)**  
J A Hale

**Councillor(s)**  
T J Hennegan

**Councillor(s)**  
L V Walton

**Officer(s)**

Kate Jones  
Jeremy Parkhouse

Democratic Services Officer  
Democratic Services Officer

**Apologies for Absence**

Councillor(s): Y V Jardine, A J Jones, D J Lewis and M Thomas

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

In accordance with the Code of Conduct adopted by the City and County of Swansea, no interests were declared.

34 **MINUTES.**

**RESOLVED** that the Minutes of the meeting held on 26 October 2016 be agreed as correct record.

35 **GENDER PAY GAP PROJECT.**

The Chair reported that the Officer submitting the report was unavailable to attend the meeting.

**RESOLVED** that the item be deferred to the meeting scheduled for 25 January 2017.

36 **CUSTOMER CONTACT ASPECT - FEEDBACK FROM SITE VISIT TO CONTACT CENTRE. (VERBAL)**

The Committee provided feedback from the visit to the Contact Centre, Civic Centre. The Chair commented that it had been a very worthwhile visit and those Members who attended had been able to observe the working practices and working environment of the Contact Centre staff. A representative from DVLA also attended the visit.

The Committee highlighted the following: -

- The team were operating with a skeleton staff in very cramped working conditions;

- The need to provide an improved rest area for staff;
- The need to provide regular job rotation for staff and introduce more partnership working;
- The effect on morale of losing a third of the staff last year;
- Staff training and development should be ongoing owing to the nature of the work and very little career progression was available;
- Introducing staff incentives / rewards;
- The possibility of a two-way mirror being installed to observe if users are using the equipment properly;
- The service provides additional iPad's to assist the 'lost generation' of ICT users;
- No neighbourhood visiting officers being employed by Finance having a knock-on effect on the Contact Centre / public due to the size and complexity of forms;
- The Council introducing easier forms for the public to understand.

**RESOLVED** that: -

- 1) The content of the report be noted;
- 2) The Chair writes to the Customer Service Manager thanking her for the service provided and the information provided during the visit;
- 3) A further visit / report be provided in 6 months time.

37 **AGENCY WORKERS UPDATE. (VERBAL)**

The Chair informed the Committee that the Cabinet Members for Environment & Transport and Transformation & Performance had been written to regarding the views of the Committee in respect of Agency Workers, but no further progress had been made.

The Committee discussed the options available to be able to progress matters, including comparisons with other local authorities in Wales and England and whether the Authority was getting value for money with the current contract. The high number of agency workers working in Waste was also highlighted.

It was indicated that the tenders to provide a new contract to supply agency workers were due to be circulated early in the New Year.

**RESOLVED** that: -

- 1) the Chair / Vice Chair discuss the issue further with the Cabinet Members;
- 2) the Commercial and Commissioning Unit be requested to provide a further report comparing the costs of continuing the agency workers contract and having an in-house model.

38 **WORK PROGRAMME 2016-2017.**

The Chair presented an updated Work Programme 2016-2017.

Minutes of the Corporate Services Cabinet Advisory Committee (30.11.2016)  
Cont'd

It was proposed that due to the unavailability of Councillors, the meeting scheduled for 21 December 2016 be cancelled and if required, a Special meeting be organised to deal with any urgent matters.

**RESOLVED** that: -

- 1) The contents of the report be noted;
- 2) The meeting scheduled for 21 December 2016 be cancelled and if required, a Special meeting be organised to deal with any urgent matters.

The meeting ended at 4.55 pm

**CHAIR**