

**WEST LINDSEY DISTRICT COUNCIL**

MINUTES of a Meeting of the Joint Staff Consultative Committee held in the Council Chamber at the Guildhall, Gainsborough on Monday 5 October 2015 commencing at 4.00pm.

**Present:** Councillor Matthew Boles  
Councillor David Cotton (Chairman)  
Councillor Jessie Milne

**Representatives of Union members:** Karen Lond (Vice-Chairman)  
Paul Key

**Representatives of Non union staff:** Rachel Parkin

**In attendance:**  
Ian Knowles Director of Resources and Section 151 Officer  
Alan Robinson Strategic Lead for Business and Democratic Support  
Steve Anderson Information Governance Officer  
Lesley Beevers Regulatory Team Manager  
Kim Leith Health and Safety Co-ordinator  
Katie Coughlan Governance and Civic Officer

**Apologies:** Councillor Jackie Brockway

**11. MINUTES (JSCC.07 15/16)**

**RESOLVED** that the Minutes of the meeting of the Joint Staff Consultative Committee held on 2 June 2015 be confirmed and signed as a correct record.

**12. MEMBERS' DECLARATIONS OF INTEREST**

There were no declarations of interest made.

**13. MATTERS ARISING SCHEDULE (JSCC.08 15/16)**

Members gave consideration to the Matters Arising Schedule which set out the current position of all previously agreed actions as at 25 September 2015.

With reference to the black action entitled “Drugs and Alcohol Policy”, Mr Key advised that he had previously raised concerns regarding confidentiality during drug testing, due to the location of the facilities. Whilst noting the commentary which had been included against the action previously, Mr Key indicated he had received no direct feedback and as such did still not understand how confidentiality would be maintained.

Officers undertook to request the Operational Services Team Manager to liaise with Mr Key direct regarding this matter.

**RESOLVED** that:

- (a) progress on the matters arising scheduled as set out in report JSCC.08 15/16, be received and noted; and
- (b) the Operational Services Team Manager be requested to liaise with Mr Key direct with regard to the issue detailed above and referenced in the black action entitled “Drugs and Alcohol Policy”.

#### **14. ANNUAL HEALTH AND SAFETY REPORT (JSCC.09 15/16)**

The Committee gave consideration to a report which provided a summary of performance of the Health and Safety Service throughout the Authority.

The report aimed to:

- Give members and leadership team reassurance and confidence that health, safety and welfare was being properly managed within the organisation by sharing of information on progress and delivery;
- Provide an auditable trail of engagement with Members and senior leadership that would contribute to demonstrating compliance to external enforcement agencies
- Maintain health, safety and welfare at the front and centre of the organisation as a corporate priority; and
- Demonstrate the transparent, proactive management and control of corporate risk, legal compliance and reputation.

Discussion ensued during which Mr Key commented that staff at Gainsborough depot did not have access to Minerva. He also raised concerns that managers were undertaking the role of Safety Champs and questioned whether this gave rise to a conflict of interest.

In responding Officers confirmed Minerva was accessible to all staff including those at the Depots. It was stressed that the keep me safe keep me well site, was for the majority of staff, a place to reports accidents and incidents. Not all staff were permitted to review all of the incidents recorded on the system due to confidentiality. The Health and Safety Co-ordinator extended an offer to Mr Key to visit the depot and demonstrate the system to any staff who were unclear on how to use it.

The role of Safety Champs was outlined, together with the role of managers in such matters as grievances, and Officers were confident that there was no such conflict of interest.

Whilst acknowledging the information provided in response, Mr Key indicated he was of the belief that a better way to cascade key messages to depot staff, due to the nature of the work, would be to display this information on TV monitors in the communal areas, citing that this had been suggested previously but that no progress had been made.

The Director of Resources noted Mr Key's suggestion and confirmed that such initiatives were being investigated but that a content management system needed to be developed.

The Chairman sought and received confirmation that the report would be proceeding to the Corporate Policy and Resources Committee and on that basis it was:-

**RESOLVED** that the update be received, supported, noted and **RECOMMENDED** to the Corporate Policy and Resources Committee.

## **15. DIFFICULT CUSTOMER PROCEDURE (JSCC.10 15/16)**

Members gave consideration to a report which presented the Difficult and Dangerous Customer Procedure for information and consultation purposes.

In the ensuing debate, Mr Key re-iterated his previous comments, regarding Minerva and limited access at the Depot. However, it was stressed that with regard to this procedure, the information / register would not be available to all staff, but rather on a need to know basis, in order to comply with such legislation as data protection.

In responding to Committee's comments, Officers confirmed that all information on the register of difficult and dangerous customers would be reviewed on a 3 monthly basis.

It was noted that the procedure had been in place since 2008 and the Vice-Chairman sought a summary of the main changes being proposed thereto. The Committee were advised as follows: -

- The review of the Procedure aimed to bring all the information held by the Authority (and its tenants) into one single place;
- That the information would now only be available on a need to know basis to relevant staff;
- That a determination team had been created as referred to in paragraph 2.6 of the report; and
- That the procedure now reflected the new working arrangements within reception known as the Public Services Hub, including the creation of Information Sharing Agreement between all tenants.

**RESOLVED** that the procedure be noted and supported.

**16. NEW INFORMATION POLICY: - BRING YOUR OWN DEVICE (JSCC.11 15/16)**

Members gave consideration to a report which introduced a new Council Policy on the authorisation and use of privately-owned devices to access authority information assets.

The Bring your own Device Policy set out the Council's rules with respect to:-

- the technical solution for BYOD and the security controls required;
- the devices that may be approved for connection;
- the approval and access provision processes;
- the council's responsibilities;
- the user's responsibilities;
- actions in the event of a security incident (i.e. a user-owned device is stolen);
- acceptable use of a BYOD service; and
- policy compliance.

The Policy would be applicable to staff, elected members, co-opted members, contractors and third parties who wished to connect to any of the council's computer systems to access council data using a personal device.

As the policy set out both the technical controls needed to comply with legislation and the user responsibilities in one document, it was not considered appropriate to issue the policy to all staff and members. Instead, the policy statements relevant to staff and members and those relevant to managers and technical staff would be communicated in different formats in accordance with Approved Code of Practice (ACoP) 19 set out at Appendix 1 of the report.

It was also noted that as the Policy would primarily effect Elected Members it was planned to launch the Policy via a Members workshop or similar format.

It was **RESOLVED** that it be **RECOMMENDED** to the Corporate Policy and Resources Committee that: -

- (a) the Bring Your Own Device Policy be approved for formal adoption;
- (b) delegated authority be granted to the SIRO to make minor house-keeping amendments to the Policy in the future, in consultation with the Chairmen of the Corporate Policy and Resources Committee and Joint Staff Consultative Committee; and
- (c) the relevant Policy Statements be communicated to all Staff and Members in accordance with Approved Code of Practice (ACoP) 19 as set out in Appendix 1 to the report.

## **17 RESULTS OF THE STAFF SURVEY (JSCC.12 15/16)**

The Committee gave consideration to a report which presented the results of the staff survey undertaken in June 2015.

In presenting the report Officers advised that the findings from the survey have been presented to the Core Leadership Team and the Wider Leadership Team and a firm commitment had been given to address the areas which had been raised and which were of a more significant concern.

Broadly, Officers considered the results on their own merit showed a positive outcome when considered against the backdrop of a challenging local government environment.

Over the last 5 years the council had delivered £3.45 million in efficiencies and income generation to address the austerity measures passed on by central government. In the last 18 months there had been significant changes within the senior management team of the council, with a management layer (Strategic Leads/Heads of Service) being fundamentally reviewed.

This had meant that for a period of time there may have been a lack of capacity within the organisation which it was considered may have contributed to the feedback received.

It was noted that the senior management restructure was now completed and 4 Strategic Leads were now in place and working with teams. It was stressed that the feedback had been taken seriously and as a result a number of actions had been developed which it was considered would address some of the areas identified for improvement. A number of initiatives were also ongoing and these were outlined as follows: -

- Engagement sessions with CLT and Team Managers
- Stress working group
- Health and Safety group
- Corporate Updates have taken place and are in the diary for the year ahead.
- Team meetings, 1:2:1's and appraisals are taking place
- Commercial lunch and learn sessions
- Core briefs cascaded from WLT
- Agile working review.

In conclusion it was noted that the survey would be re-run in December 2015.

In opening the debate, the Chairman requested that the report receive wider circulation amongst elected Members. The suggestion that this be shared at the Group Leaders meeting was welcomed.

In the debate which ensued there were differing views expressed as to whether changes were being seen on the ground, considering the survey had been undertaken in June.

The Vice-Chairman was of the view they had not, and cited recent examples to support her view, namely the recent Corporate Update where there had been an expectation that the new strategic leads would be introduced to the organisation. However the session had focussed solely on the devolution agenda.

The current format of the Corporate Update was also questioned, as there was a view it do not provide staff an opportunity to have their say.

In contrast the staff representative present, offered recent examples which she considered demonstrated that things were improving, citing the opportunity to feed into both the devolution agenda and the review of localism, which had been welcomed by teams.

In responding the Director of Resources, acknowledged the views that had been expressed and whilst agreeing it was important that the Strategic Leads had the opportunity to be formally introduced to the organisation, there had been a view that the devolution agenda, was hugely important; brought with it a number of opportunities; and was moving at such a fast pace it was important that the organisation was up to speed.

It was confirmed that arrangements were being made for Strategic Leads to be formally introduced and this may be by attendance at team meetings for example.

In responding to comments regarding the current format of the Corporate Update, Officers confirmed that this was under review also.

In concluding Committee Members indicated it would be of assistance if a structure chart was made available and Officers undertook to publish this on Minerva.

**RESOLVED** that the results of the staff survey be noted.

## **18 WORK PLAN (JSCC.13 15/16)**

Members gave consideration to their future work plan as set out in report JSCC.13 15/16. It was noted that if any Committee Member wished to see a report on a particular issue, this could also be raised.

As referenced during discussion of the preceding item, Officers undertook to ensure the results of the next staff survey were programmed into the Committee's workplan.

**RESOLVED** that the Work Plan, as set out in report JSCC.13 15/16 be received and noted.

The meeting closed at 5.12 pm.

Chairman

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