

**WEST LINDSEY DISTRICT COUNCIL**

MINUTES of a Meeting of the Joint Staff Consultative Committee held in the Council Chamber - The Guildhall on Thursday, 28 March 2019 commencing at 4.00 pm.

**Members:** Councillor David Cotton (Chairman)  
Councillor Mrs Jackie Brockway

**Representatives of Union members:** James Deacon

**Representatives of Non-union staff:** Rachel Parkin (Vice Chairman)  
Amy Potts

**In attendance:** Alan Robinson, Strategic Lead Governance and People/Monitoring Officer  
Emma Redwood, People and Organisational Development Manager  
Lyn Marlow, Customer Strategy and Services Manager  
Adam Thomas, Customer Service Apprentice  
Ele Snow, Democratic and Civic Officer

**Absent:** Councillor Matthew Boles  
Councillor Jessie Milne

**32 CHAIRMAN'S WELCOME**

The Chairman welcomed all present to the last meeting of the Civic Year and took the opportunity to congratulate the Democratic and Civic Officer who had got married since the last meeting. He passed on his best wishes on behalf of the Committee. The Chairman also welcomed the Customer Strategy and Services Manager and Customer Service Apprentice who had not previously attended a meeting of the Joint Staff Consultative Committee.

**33 MEMBERS' DECLARATION OF INTEREST**

There were no declarations of interest made at this point in the meeting.

**34 MINUTES**

**RESOLVED** that the Minutes of the meeting of the Joint Staff Consultative Committee held on 22 November 2018 be confirmed and signed as a correct record.

**35 MATTERS ARISING SCHEDULE**

There were no matters arising outstanding from previous meetings.

**36 RECORDING OF TELEPHONE CALLS**

The Committee heard from the Customer Strategy and Services Manager regarding the updated policy for recording of customer telephone calls. She explained that the Council created a call recording policy in 2009 however, following an upgrade to the telephone system and requirements to adhere to new legislation and compliance, the policy required a refresh. The Committee was asked to support the amended policy and recommend to the Corporate Policy and Resources Committee that the policy be adopted.

The Customer Strategy and Services Manager explained the main amendments to the policy, including a reduction in recording retention periods from 12 to six months and the option for customers to opt out of having their call recorded, although this would mean the call would be terminated. There was now a way to effectively pause the call recording whilst customers completed payment details, meaning no personal payment details would be kept and the call recording facility was to be rolled out to teams outside of Customer Services, as well as authority given to the People and Organisation Development Manager should calls be needed as evidence in disciplinary cases. There would be the means to email audio files to customers, should they request a copy of their recorded call, and there would be one telephone extension exempt from call recording in order for staff members to make confidential calls to their trade union or suchlike.

The Chairman enquired whether the customer would be informed that the choice to opt out of call recording would terminate their call and it was confirmed that they would be, they would also have the option to return to the call should they change their mind after they had pressed the corresponding opt out button. For example, it would be a recorded message informing them they could opt out and to press the # button. They would then be reminded this would terminate the call, if they wanted to return to the call, press 1.

There was a concern raised as to whether the retention period of six months was sufficient. It was clarified that, if relating to an open case, the calls would be kept for as long as the case remained open and would then come under the relevant retention policy, for example for complaints. It was also clarified that should a complaint be received in relation to a telephone call or specific incident, this complaint would usually be received very soon after the event, not six months or more after it occurred. This was accepted and the suitability of the six month retention period was agreed.

The Chairman noted that it would also work to protect staff members with regards to abusive phone calls, both by gathering the evidence of inappropriate language or behaviour from customers over the telephone but

also by acting as a deterrent in the first instance once customers knew they would be recorded.

**RESOLVED** that:

- a) Members, unions and staff representatives support, note and recommend the amended policy to the Corporate Policy & Resources committee for formal adoption; and
- b) Delegated authority be granted to the Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy & Resources committee and Chairman of the Joint Staff Consultative Committee.

### 37 **GENDER PAY REPORT 2018**

The People and Organisation Development Manager introduced a report for information regarding the gender pay gap for West Lindsey District Council. She explained that the data reported on was from March 2018 and so was a year out of date but this was in line with government guidance on reporting the gender pay gap. She explained that it was a snap shot of one day and was intended to give a picture of the general pay gap within any given organisation. The report would be published on the Council's website and reported to [www.gov.uk](http://www.gov.uk) by 30 March 2019.

It was noted that, as with the previous year, the gender pay gap for the Council went against the national trend in that overall, male employees had lower paid roles than female employees. It was highlighted that the Council had a clear policy of paying employees equally for the same or equivalent work, regardless of gender, and the pay gap was the result of the roles in which men and women worked within the organisation and the salaries that those roles attracted.

The Committee heard that previously, the Head of Paid Service had been interviewed by the media about the Council's median gender pay gap as it was significantly lower than both that for the whole economy and that for the local government sector. It was agreed that should he be approached again to discuss the results, the Council's policy of equal pay should be highlighted.

**RESOLVED** that Committee receive the report for information and the Head of Paid Service sign the report to be published.

### 38 **WORK PLAN**

The Democratic and Civic Officer explained that, due to a new system having been introduced for reports management, the work plan for the

Committee had not yet been populated however, as confirmed by the People and Organisational Development Manager, there were items scheduled for Committee later in the year.

**39 TO NOTE THE DATE OF THE NEXT MEETING**

Members of Committee noted that the next meeting of the Joint Staff Consultative Committee was due to be held on Thursday, 30 May 2019. It was explained that there was currently no business scheduled for that meeting and there were no work items that would be likely to need to be heard at that time.

The Chairman stated that as there would be no further meetings in the current Civic Year, he wished to extend his thanks to all Officers involved in the Committee, either as Staff Members, Union Members or otherwise and to thank the Monitoring Officer and Democratic Services Officers who had been involved in the administration of the Committee. He wished everyone present all the very best and thanked them for their support over the previous year.

The Monitoring Officer extended thanks to the Chairman on behalf of the Committee for his dedication and support given to the Vice Chairman and Committee Members.

The meeting closed at 4.30 pm.

Chairman