

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Corporate Policy and Resources Committee held in the Council Chamber - The Guildhall on 19 September 2019 commencing at 6.30 pm.

**Present:** Councillor Giles McNeill (Chairman)  
Councillor Mrs Anne Welburn (Vice-Chairman)

Councillor Owen Bierley  
Councillor Matthew Boles  
Councillor Stephen Bunney  
Councillor David Cotton  
Councillor Michael Devine  
Councillor Ian Fleetwood  
Councillor Paul Howitt-Cowan  
Councillor John McNeill  
Councillor Mrs Jessie Milne  
Councillor Mrs Mandy Snee  
Councillor Trevor Young

**In Attendance:**

Ian Knowles	Executive Director of Resources, Head of Paid Service and S151 Officer
Tracey Bircumshaw	Strategic Finance and Business Support Manager
James Welbourn	Democratic and Civic Officer
Steve Anderson	Data Protection Officer
Rachel Parkin	Home Choices Team Manager
Grant White	Enterprising Communities Manager
Michelle Carrington	Strategic Lead Customer First

**Apologies:** Councillor Robert Waller

**Membership:** Councillor Paul Howitt-Cowan substituted for Councillor Robert Waller.

## 20 ADDITION TO THE AGENDA

The Chairman informed those present that there had been a late private addition to the agenda called 'Development Update in the District'.

As a result, there was a change to the 'Exclusion of the Public' item, with paragraph 3 of schedule 12a of Section 100 (A)(4) of the Local Government Act 1972 being added to the list of reasons for exemption.

## 21 PUBLIC PARTICIPATION PERIOD

There was no public participation.

## **22 MINUTES OF PREVIOUS MEETING/S**

The minutes of the Corporate Policy and Resources meeting held on 25 July 2019 were approved as a correct record.

The minutes of the Joint Staff Consultative Committee held on 5 September 2019 were noted.

## **23 DECLARATIONS OF INTEREST**

Councillor Mandy Snee declared an interest in item 25 – Customer Hub Refurbishment.

She has a son that works for West Lindsey District Council. This did not preclude her from speaking or voting on the item.

## **24 MATTERS ARISING SCHEDULE**

The matters arising schedule was noted.

## **25 CUSTOMER HUB REFURBISHMENT**

Members considered a report providing a benefits analysis and financial business case for the refurbishment of the Customer Hub.

The Strategic Lead for Customer First introduced the report, and highlighted the following points:

- The number of customers entering the ground floor over a number of years had remained stable but the type of customers being seen now were very different;
- Other partners had now joined West Lindsey District Council (WLDC) in the Guildhall. This was alongside regular surgeries for the local MP and others;
- Face to face interactions tended to be more complex; the number of customers were using the space for longer;
- Digital interaction with customers was available, however further digital technology was required on the ground floor;
- The 'Customer First' agenda would change the way visitors to the Guildhall received service. WLDC had changed the way it operated to assure tenants they still had the same tenancy rights;
- Large consultations on the ground floor could be a struggle because of the current space configuration;
- There would be a drive to serve those customers with a easy to solve query quickly;

the idea would be to operate a triage facility in the first instance;

- Better management of the flow of customers would help WLDC from a health and safety point of view;
- There was a constant struggle for confidential space, in particular, interview rooms. With surgeries also taking place this had led to increased demand. The plans tried to create an increased number of formal interview rooms, and an increase in quieter areas;
- The service space on the ground floor currently had a range of PCs, however they were locked down for a specific purpose. If a large number of people were using these PCs for job searches they automatically became unavailable. In addition, these workstations were not private as they faced into the reception area;
- A 'quick transaction' area had been created in the plans, along with a 'sit-down' space for longer engagements;
- There were times where engagement sessions, such as jobs clubs took place; this had been addressed with the addition of a multi-use area. These sessions also used space on the 1<sup>st</sup> and 3<sup>rd</sup> Floors when the ground floor was not available, which was not ideal.

Following this introduction, Members then provided comment, and asked questions on the report. Further information was provided:

- It was important to put the customer at the centre of everything WLDC do, including tenants and partners;
- The tank room in the plans was for oil and water storage;
- The Department for Works and Pensions (DWP) were spoken to about a level of change on the ground floor, and whether they would contribute financially to this. Because of difficulty in speaking to the Secretary of State, the idea of financial contributions from the DWP was not progressed;
- Paint will be refreshed in the DWP area of the ground floor. It would be preferable to create some space at the Spring Gardens end of the ground floor;
- The waiting area was a growth area, and there needed to be capacity to develop it in the future should the need arise;
- There was a dog kennel in the ground floor area for stray dogs to be housed until they were picked up by the relevant authorities;
- The budget for this project had initially been £515,000, but had now reduced to under £350,000;
- Other locations had been considered for the Customer Hub, including Lord Street and

the Medical Centre, however these locations did not materialise;

- The Guildhall was occupied by WLDC rent free, as the running cost of the building was covered by rent received from other partners;
- Work could commence in January. There would be three phases to this work, which should be completed by June 2020 or shortly after;
- Leases now agreed by WLDC would include a rent review.

Some Members of the committee reflected negatively on the report, and felt that if it had been part of the budget consultation exercise, the public would not have supported it. Other feedback on the report from these Members included:

- A landlord making improvements for the tenant should expect some capital contributions, or a rent review;
- The money could be recovered in a rent increase;
- There were no baby changing facilities; however it was explained that there had been no requests from staff or partners for these facilities;
- A full consultation should have taken place on this issue before coming before committee;

Officers responded by saying that a consultation had taken place with the staff that would be affected by these changes. They would also be involved in the final layout of the ground floor. The detail of how customer service staff would be relocated would be done as a separate part of this programme.

During debate, an alternative proposal had been put forward to defer this report until financial contributions from partner organisations had been explored. This had been moved and seconded. When it was put to the vote, this alternative recommendation was not agreed.

The committee returned to the original recommendations, and the Chairman proposed from the Chair two additional recommendations. These were moved and seconded, and it was **RESOLVED** to:

- (1) Refurbish the Customer Hub;
- (2) Contract for further design and build activities under a SCAPE framework with Lindum Construction;
- (3) Support project expenditure of up to £350k to be funded from the Property Asset Fund Earmarked Reserve to cover the cost of the refurbishment and internal costs;
- (4) To re-use the remaining earmarked reserve allocated originally to this project of £150k for refurbishment and changes to the 3<sup>rd</sup> floor;
- (5) Consider locations with the revised plans for baby changing facilities;
- (6) Involve the Joint Staff Consultative Committee in consultations with the 2<sup>nd</sup> floor move.

Councillor Trevor Young asked that his vote against the recommendations be recorded.

## **26 TO INTRODUCE A DATA PROTECTION APPROPRIATE POLICY DOCUMENT**

Members considered a report on new legal requirements governing how an organisation can process special category and criminal conviction data.

It was **RESOLVED** to:

- (1) Support the recommendations from Joint Staff Consultative Committee (JSCC) and approve the Appropriate Policy Document attached at Appendix 1 of the report for adoption and implementation across the Authority;
- (2) Agree that delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources committee and the Chairman of the Joint Staff Consultative committee.

## **27 CCTV CODE OF PRACTICE - POLICY**

Members considered a report introducing an updated CCTV Code of Practice.

**RESOLVED** to:

- (1) Approve the updated CCTV Code of Practice;
- (2) Grant delegated authority to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources committee and the Chairman of the Joint Staff Consultative committee.

## **28 MODERN SLAVERY STATEMENT**

Members considered a report on a modern slavery statement across all working practices of the Authority.

The Home Choices Team Manager introduced the report by informing Members that organisations with a turnover of around £36 million must have this Modern Slavery Statement - WLDC does not fall into this category. However, this paper had been seen by the Joint Staff Consultative Committee and Prosperous Communities Committee due to the important nature of this issue.

Further points were highlighted:

- The Modern Slavery statement would be most effective if it was embedded throughout all aspects of the organisation;
- The trauma of slavery would remain with those involved, and it was right as a Council to be aware of such issues occurring within the District.

An addition was made to the recommendations which related to Member training. This new sets of recommendations was moved and seconded, and therefore it was:

**RESOLVED:**

- (1) That Members of the Corporate Policy and Resources committee support the Modern Slavery Statement and proceed to formal adoption across all operators of West Lindsey District Council;
- (2) That delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in future, in consultation with the Chairman of the Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee (JSCC);
- (3) That the issue of Modern Slavery training be included on the workplan for Governance and Audit Committee.

**29 COMMITTEE WORK PLAN**

The committee workplan for the remainder of 2019/20 was noted.

**30 EXCLUSION OF PUBLIC AND PRESS**

**RESOLVED** that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in paragraphs 1,2 and 3 of Part 1 of Schedule 12A of the Act.

**Note:** The meeting adjourned at 8:03pm

**31 SURESTAFF AND WEST LINDSEY STAFFING SERVICES**

**Note:** The meeting reconvened at 8:08pm.

Members considered a report on Surestaff and West Lindsey Staffing Services.

The following points were highlighted:

- 20% of overall turnover in WLDC staffing can be categorised under 'other business.' A level of business within Surestaff can fall under WLDC staffing; therefore there was a move to reduce staff within Surestaff;
- Running Surestaff had been a first for WLDC; it was right to ensure no overall losses were generated. WLDC will be close to breaking even; the remaining company was expected to be profitable;
- Surestaff/WLDC Staffing Services supplied staff to WLDC.

**RESOLVED** to:

- (1) Agree that Surestaff Limited will cease trading; the exact timing of this is to be delegated to the Executive Director of Resources;
- (2) Agree to write off and settle any outstanding liabilities of the company;
- (3) Support the continued operation of WLDC Staffing Services Limited;
- (4) Appoint Adrian Selby, Assistant Director of Operations as Director of Surestaff Lincs Ltd and WLDC Staffing Services Limited;

## **32 DEVELOPMENT UPDATE IN THE DISTRICT**

Members received a verbal update from the Executive Director of Resources on a development within the District.

This was noted by Members; there were no recommendations to consider.

The meeting concluded at 8.39 pm.

Chairman