

**WEST LINDSEY DISTRICT COUNCIL**

MINUTES of a Meeting of the Joint Staff Consultative Committee held in the MS Teams on Thursday, 28 March 2024 commencing at 4.00 pm.

**Members:** Councillor Mrs Jackie Brockway (Chairman)  
Councillor John Barrett  
Councillor Matthew Boles  
Councillor Moira Westley

**Representatives of Union members:** James Deacon (Vice-Chairman)

**Representatives of Non-union staff:** Tom Duffield  
Amy Potts

**In attendance:** Lisa Langdon, Assistant Director People and Democratic (Monitoring Officer)  
Lyn Marlow, Customer Strategy and Services Manager  
Lynne Thomsett, People Services Manager  
Ele Snow, Senior Democratic and Civic Officer  
Maisie McInnes, Democratic and Civic Officer

**Apologies:** Jenna Comins  
Simon Hunt

**41 MEMBERS' DECLARATION OF INTEREST**

There were no declarations of interest.

**42 MINUTES**

**RESOLVED** that the minutes of the meeting of the Joint Staff Consultative Committee held on Thursday, 18 January 2024 be approved as a correct record.

**43 MATTERS ARISING SCHEDULE**

The Senior Democratic and Civic Officer advised the Committee that the item regarding lone working devices had been shared with the relevant Officers and would be taken into consideration during the next review of the Lone Working Policy.

With no further comment or questions, the Matters Arising Schedule was **NOTED**.

44 **UNACCEPTABLE CUSTOMER BEHAVIOUR POLICY/GUIDANCE AND FLOWCHARTS**

The Committee gave consideration to a report presented by the Customer Strategy and Services Lead regarding the progress on the Managing Unacceptable Customer Behaviour Policy consultation and to submit the final policy documents for acceptance in order for the policy/guidance to travel onwards for formal adoption. Members heard that the previously named Complex, Difficult and Dangerous Customer Procedure had undergone a full review, including all existing logs on the Difficult and Dangerous Customer Register. As a result of this comprehensive review, the policy was to be renamed the Unacceptable Customer Behaviour Policy. Following consultation across the council, it was felt that the new policy and guidance was ready to be presented for formal approval.

Members of the Committee expressed their support for the policy and guidance. In relation to training options, cost implications were acknowledged and it was suggested that there would be a role for some training to be provided internally, and some to be provided by external trainers, particularly regarding issues such as de-escalation and the specifics of reading body language. A Member of the Committee also explained there were some online training options that were provided free of charge, these would be explored.

With regard to the flow charts, it was suggested that as teams worked on different systems, there could be the inclusion of a note for those teams to input alerts on to their own systems. It was also commented that there may be need to contact the police, and for this to be included in the flow charts.

With unanimous support for the policy and guidance notes, and thanks to all Officers involved in the review, it was

**RESOLVED** that the updated Managing Unacceptable Customer Behaviour Policy be supported and recommended to the Corporate Policy and Resources Committee for formal adoption.

45 **APPRENTICESHIPS**

The Committee heard from the People Services Manager with a report detailing the current apprenticeship arrangements within West Lindsey District Council and seeking to discuss any future requirements for reporting to the Committee. It was explained the report was a result of discussions at an earlier meeting of the Committee and as such, had not previously been presented in such a way.

Members of the Committee were keen to understand the recruitment of apprentices into the workplace and also the training funding that was associated with having those apprentices. The Committee enquired as to the differences between recruiting young people and 'starting from scratch',

versus recruiting adults with prior work experience. It was explained the reasons for this could be varied, for example higher level apprenticeships offering career development opportunities, or a route back into work after a period of not being employed (for example because of caring responsibilities or personal reasons). Lower-level apprenticeships where an individual may join at a younger age provided valuable workplace-based experience and a way into longer term employment or substantive posts. It was emphasised that the priority was to provide opportunities to people, regardless of age or previous experience.

With regard to the future reporting requirements, Members requested that a repeat report be presented to the Committee in 12 months' time, demonstrating the position at that time and highlighting any notable changes to the arrangements.

Members expressed their support and thanks, and it was unanimously

**RESOLVED** that

- a) the contents of the report be noted; and
- b) a further report be presented to the Committee in 12 months' time.

46 **WORK PLAN**

With no comments or questions, the work plan was **DULY NOTED**.

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

The date and time of the next meeting of the Joint Staff Consultative Committee to be held at 4pm on Thursday, 30 May 2024, was **NOTED**.

The meeting closed at 4.30 pm.

Chairman