

PUBLIC

MINUTES of a meeting of the **CABINET MEMBER FOR STRATEGIC POLICY AND BUDGET** held on 29 September 2014 at County Hall, Matlock

PRESENT

Cabinet Member – Councillor Ms A Western

Also in attendance – Councillor B Lewis

25/14 **MINUTES RESOLVED** that the minutes of the meeting held on 9 September 2014 be confirmed as a correct record and signed by the Cabinet Member.

26/14 **ESTABLISHMENT OF FOUR BUSINESS SERVICE ASSISTANT POSTS** Call Derbyshire currently provided a reception service at County Hall and the South Normanton Hub. This was staffed by a number of Customer Care Assistants (CCA's) covering on average one or two days a week each on a rota basis. Whilst this provided a degree of job variation and offered the CCA's an opportunity to deliver face to face customer service it also meant:

- CCA skills were not being fully utilised as the busy reception environment prevented them from undertaking the full duties of their substantive Grade 6 post
- As the number of complex calls received by Call Derbyshire increased, redirecting CCA resources away from the contact centre further exacerbated current staffing pressures and could contribute to longer call waiting times

It was anticipated that the appointment of four Business Services Assistant posts would allow Call Derbyshire to:

- Continue delivering a face to face service that exemplified the Council's Putting People First principles
- Provide employee consistency throughout the week in posts that were more appropriately aligned to reception and administrative duties
- Improve operational efficiency by focusing Grade 6 resources where their skills were most needed and could be more effectively and flexibly deployed.

RESOLVED to approve the establishment of four Business Services Assistant posts as detailed in the report.

27/14 **EXCLUSION OF THE PUBLIC RESOLVED** to exclude the public from the meeting during the consideration of the remaining items on the agenda to avoid the disclosure of exempt or confidential information.

SUMMARY OF PROCEEDINGS CONDUCTED AFTER THE PUBLIC WERE EXCLUDED FROM THE MEETING

1. To consider the exempt report of the Assistant Chief Executive on the renewal of the maintenance contract for the Corporate GIS Software (contains information relating to the financial or business affairs of any particular person (including the Authority holding that information)).