

## **CABINET**

**10 MARCH 2015**

### **RECRUITMENT FREEZE**

Portfolio Holder: Councillor Alan Jarrett, Finance

Report from: Neil Davies, Chief Executive

Author: Tricia Palmer, Assistant Director, Organisational Services

#### **Summary**

This report brings forward 8 posts to be considered for approval

#### **1. Budget and Policy Framework**

1.1 It is the responsibility of Cabinet to manage income and expenditure to remain within the budget approved by Council.

#### **2. Background**

2.1 At Cabinet on 7 January 2003 Members agreed a process by which directors could request approval to fill posts that are not on the list of exempted posts agreed by Cabinet on 10 December 2002. This process was introduced at a time of high concern about overspending as one measure to assist budgetary control. Members have indicated they wish to retain this direct detailed control of recruitment decisions while budgets remain difficult to manage.

2.2 The posts requiring approval to fill are being presented to this Cabinet with the following information: -

- Details of the post including directorate and section, post title, grade and location.
- Length of time post has been vacant.
- Impact on service if the post is not filled with particular reference to services to the public.
- Numbers of posts of this type within the function.
- Realisable savings including any proposals to provide the service in alternative ways, which could also lead to savings.
- Comments from the relevant portfolio holder.

### **3. Details of the post requiring approval**

- 3.1 The following posts are coming forward for approval the details of which are shown at Appendix 1: -

#### **Business Support Directorate**

Database Administrator  
Application Support Engineer  
Service Desk Engineer  
Principal Network Engineer

#### **Children and Adults**

Transport Officer (SEN)  
Support Services Assistant  
Support Services Assistant

#### **Regeneration, Community and Culture**

Technical Assistant (Highways Scheme Design and Planned Maintenance)

- 3.2 The forms attached are email copies and the Assistant Director, Organisational Services, holds the signed copy. The Job profile and structure chart is also held in HR Services.

### **4. Risk Management**

- 4.1 In order to assess the potential impact of posts upon the council's ability to achieve its strategic objectives, the attached forms include details of the likely impact on the service should the posts not be filled.

### **5. Financial and legal implications**

- 5.1 The recruitment freeze was instigated to support the realisation of savings against the background of a forecast of a significant overspending. It remains important to ensure that where possible the drive to pursue savings continues. It is important that no cover is taken on to fill any posts which have not been identified as exceptions or been given Cabinet approval to be filled.
- 5.2 There are no legal implications arising from this report at this stage.
- 5.3 The posts will be filled in accordance with the Council's recruitment policies.

### **6. Recommendation**

- 6.1 The Cabinet is asked to agree to unfreeze the posts as set out in Appendix 1 to enable officers to commence the recruitment process.

### **7. Suggested reason for decision**

- 7.1 The posts presented to Cabinet will support the efficient running of the Council.

#### **Lead officer contact**

Tricia Palmer, Assistant Director Organisational Services, Gun Wharf, Dock Road, Chatham Telephone: (01634) 332853 Email: [tricia.palmer@medway.gov.uk](mailto:tricia.palmer@medway.gov.uk)

**Background papers:**

Cabinet report 10 December 2002

<http://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=1834&Ver=4>

7 January 2003

<http://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=1835&Ver=4>

## CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3<sup>rd</sup> Floor, Gun Wharf. You will also need to send an electronic word version to [resourcing@medway.gov.uk](mailto:resourcing@medway.gov.uk), so that the approval form can be inserted into the cabinet report. This form is not required for those posts covered by the exemptions list shown below.

DIRECTORATE	Business Support		
SECTION	ICT		
POST TITLE	Database Administrator		
GRADE AND SALARY RANGE	Range 5 (£30,011 - £35,430) per annum		
POST NUMBER	8539		
LOCATION	Gun Wharf		
DATE POST BECAME VACANT	16 March 2015		
MANAGER POST REPORTS TO	Stephen Pantling		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Yes		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO? Phase 4			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW			
<p>For all BfL work – and for supporting applications across the Council, the post of a DBA is critical, as they manage the databases of all applications. They are also essential for any changes, upgrades and new implementations, and so should work for the next phase of Better for Less commence before a DBA is in post, this would have significant implications for any software changes required. As the majority of new work takes place during weekends so as not to impact on day to day service delivery for the customer, this work would not be able to progress with just 1 DBA in post.</p>			
NAME OF RECRUITING MANAGER: Stephen Pantling			

(\* please delete as appropriate)

## Impact on Service – please include:-

1. Information on the structure within this function indicating numbers of posts of the same type and how many corresponding vacancies – eg 20 care workers 2 posts vacant.
2. Impact on the service if this post is not filled, with particular reference to services to the public.

Within the Service Delivery team there are currently 2 Database Administrators, one of which is experienced and one less so, being new to the post having started during January. The experienced team member is now leaving which will leave one DBA in the team. Earlier this year, the post of Principal Database Administrator was surrendered in order to achieve vacancy savings for the current year, and required savings for future years.

The Database Team supports the application databases for the majority of corporate (and many non-corporate) applications for the Council. The business critical technical activities carried out include database backup and recovery, database monitoring and performance, database high availability, database creation for new systems, database security permissions, technical database upgrades and where required, database restores – the latter required when a significant incident has occurred with the application. These activities are carried out for all development, test and live systems and it would not be possible to continue even 'business as usual' activities for new requirements, and applications without this team.

Nearly all council applications run on databases managed by this team. Examples include Lagan CRM, Resourcelink (HR), Integra (Finance), Cash Receipting, Academy Housing, Confirm (asset management and highways), IDOX EDRMS Document Management, Spydus (Libraries), ICAM (public access internet), Clarity (Leisure), Eros (Elections), Framework I (Social care), AQUA (MACLS). The team are involved in nearly all application upgrades that occur.

This post is part of a very small but critical team which has already been subject to the removal of the Principal post to generate savings, and so cannot be reduced to just one post without impacting on service delivery.

Without this post, the following business issues could occur: -

- Reduced support level for applications potentially affecting frontline services. Effectively no fault tolerance in the DBA team. A genuine business issue has already occurred for a short period earlier this year when only 1 DBA was in post and was on holiday – one database had a problem overnight and external contract resource had to be engaged to resolve the issue. The resolution time was longer for the service.
- Reduced ability to manage and implement upgrades requested by services (such as Mouchel parking go-live, BfL go-live and upgrade, Confirm upgrade, Resourcelink Medpay implementation)
- Reduced ability to support future strategic projects such as Better for Less phase 4, and the digital agenda for the future
- Reduced ability to carry out database upgrades, potentially jeopardising Medway's PSN compliance.

## Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31 March 2015.
2. If any savings could be achieved by alternative ways of providing the service.

- 1) Due to the recruitment process, the post is likely to remain vacant until 31 March 2015, although contract resources will be required to cover during the vacant period until such time when a permanent resource can be appointed. There will therefore be no savings achieved by not filling this post. However, it should be noted that by removing the hierarchical post of Principal DBA, whilst limiting career progression for the team, this has achieved a budget saving of £51,589 for 2015-2016.
- 2) Alternative ways of providing the service (such as contractors, or via Steria and KCC) have been investigated and whilst required as a short term solution, they are not deemed cost-effective as permanent options as they will be significantly more expensive than a permanent resource. However, for the short term, this paper is also asking for approval to appoint a temporary resource using the most cost effective route, until a permanent resource is appointed, as the service cannot function with only 1 DBA. An indicative cost for a temporary DBA is on average, £400 per day. Based on the average daily contract rate, this will reduce the staff savings offered for 2014-2015 by ICT by approximately £3000, and in 2015-2016 by £5000 a month, until such time a permanent resource is appointed.

Please specify the funding source for this post:  
Within the ICT Budget

## Comments from Portfolio Holder

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

Signed: .....  
Director

Dated: .....

## CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

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DIRECTORATE	Business Support		
SECTION	ICT		
POST TITLE	Application Support Engineer		
GRADE AND SALARY RANGE	Range 5 (£30,011 - £35,430) per annum		
POST NUMBER	8539		
LOCATION	Gun Wharf		
DATE POST BECAME VACANT	26 January 2015		
MANAGER POST REPORTS TO	Stephen Pantling		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO? Phase 4			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW			
Without a full complement of application support engineers, it is difficult to provide the additional support required for new systems and integrations to Lagan CRM.			
NAME OF RECRUITING MANAGER: Stephen Pantling			

(\* please delete as appropriate)

### Impact on Service – please include:-

1. Information on the structure within this function indicating numbers of posts of the same type and how many corresponding vacancies – eg 20 care workers 2 posts vacant.
2. Impact on the service if this post is not filled, with particular reference to services to the public.

Within the Service Delivery team there are currently 6 Application Support Engineer and a Principal post, who manages this team. There is currently a vacant post in this structure, due to a successful internal appointment to another team. Whilst supporting staff retention and encouraging career progression, internal appointments often leave shortfalls in other teams, as is the case within the application support team.

The Application Support Team support all of the Council's and the associated interfaces with a large diversity and range of applications, currently close to 200, with

many of these systems directly used to support frontline services. The Applications Support Team are responsible for the support of these systems, the routine upgrade of applications, the applying of security fixes and urgent legislative upgrades, as well as the additional pressures of supporting new applications and integrations resulting from the Better for Less programme.

**Budget Issues**

Please indicate:

1. The realisable savings if this post remained vacant until the 31 March 2015.
2. If any savings could be achieved by alternative ways of providing the service.

1. Due to the recruitment process, the post will remain vacant until 31 March 2015, and the savings have been included in end of year budget predictions. This amounts to £5890.

2. Alternative ways of providing the service (such as contractors are not deemed cost-effective. It is also very difficult to appoint contractors with the specific skills aligned to the plethora of applications in place across the Medway estate, as specialist knowledge is required, whereas internal resources support more than one application so need a variety of knowledge and therefore economies of scale can be achieved. It should be noted though, that if appointment proves difficult, which is often is for this particular resource, specialist contracts may be required, either in the form of resource or from suppliers of systems, for supporting business critical applications, as the team is already at its minimum level of resource in relation to the number of applications requiring support.

Please specify the funding source for this post:  
Within the ICT Budget

**Comments from Portfolio Holder**

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

Signed: .....  
Director

Dated: .....



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DIRECTORATE	Business Support		
SECTION	ICT		
POST TITLE	Service Desk Engineer		
GRADE AND SALARY RANGE	Range 3 (£19,126 - £24,646) per annum		
POST NUMBER	8589		
LOCATION	Gun Wharf		
DATE POST BECAME VACANT	9 February		
MANAGER POST REPORTS TO	Stephen Pantling		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO? Phase 4			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW. Any new applications or processes often result in increased calls to the service desk, and so the service desk calls are likely to increase when the outcomes of bfL phase 4 commence.			
NAME OF RECRUITING MANAGER: Stephen Pantling			

(\* please delete as appropriate)

### Impact on Service – please include:-

- Information on the structure within this function indicating numbers of posts of the same type and how many corresponding vacancies – eg 20 care workers 2 posts vacant.
- Impact on the service if this post is not filled, with particular reference to services to the public.

Within the Service Delivery team there are currently 4 members of staff who work on the ICT Service Desk, two of whom are apprentices. There is currently one vacancy which has occurred due to an internal team move. The post being vacated was a Senior Service Desk Engineer, but it is proposed to replace the post with a Service Desk Engineer to achieve the required savings for the 2015-2016 budget.

The Service Desk team are the first point of contact for ICT customers. They log and manage all the front line requests for the majority of ICT requests from customers.

Activities include assisting customers with problems with their PCs, applications, phones, blackberries and tablet PCs. They also log request for new services change requests and provide a “drop in” service for service users with portable hardware faults. The team are currently able to resolve more than 50% of incidents at the first point of contact, which provides a good service to our customers and they are able to resume their work promptly without having to wait for another team to resolve their problem. For front line services, this is particularly important as they can then continue to provide services to our external customers.

Nearly all members of staff who use ICT have had contact with the ICT service desk. Most customer contact is by phone or email, some is face to face.

Not appointing to the post could cause the following business issues :-

- Longer waiting times for customers to have their problems resolved – based on the average call length, the difference between having 4 members of staff answering the phone and 5 is on average 35% longer at peak times. During this time, customers may not be able to work.
- Lower first time point of contact fix as work is more readily pushed to other teams, giving a lower level of first time fix and higher customer frustration.
- Reduced hours of cover due to reduced shift patterns
- Less resilience in terms of holiday and sickness.

The service desk, following an external customer satisfaction survey, is now open from 8am to 6pm, as, with more flexible ways of working, and extended hours for the customer services team, this was a service improvement requested by our internal customers. However, with a reduced team, these hours will be very difficult to maintain as the service desk is currently operated on a shift pattern to cover these extended hours.

## **Budget Issues**

Please indicate:

- 1 the realisable savings if this post remained vacant until the 31 March 2015.
- 2 If any savings could be achieved by alternative ways of providing the service.

1. Due to the recruitment process, the post is likely to remain vacant until 31 March 2015. Savings have already been estimated and included in the service budget savings for the current year. These savings were £5243 (just under 2 months salary). The savings by removing the senior title for 2015-2016 have been presented, and accepted as service savings and amount to £13,000 pa.

2. Alternative ways of providing the service, such as externalisation, have been explored, but are not as cost-effective or as flexible as an in-house service.

Please specify the funding source for this post:  
Within the overall ICT Budget

**Comments from Portfolio Holder**

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

Signed: .....  
Director

Dated: .....

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DIRECTORATE	BSD		
SECTION	ICT		
POST TITLE	Principal Network Engineer		
GRADE AND SALARY RANGE	Range 6 (£35,430 - £40,741) per annum		
POST NUMBER	0259		
LOCATION	Gun Wharf		
DATE POST BECAME VACANT	9 March 2014		
MANAGER POST REPORTS TO	Infrastructure Manager		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable):			
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO? All phases			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW			
<p>This post is essential for delivering ICT elements of the Better for Less programme, and to support the technical elements of the Better for Less programme. Furthermore the post holder is responsible for core network services that support essential communication systems i.e. telephony &amp; email, the Wide Area network connecting all Council-owned sites, partner sites such as the PCT and Healthy Living Centres, Children’s Centres, and all schools on the Medway Grid for Learning.</p>			
NAME OF RECRUITING MANAGER: Peter Good			

(\* please delete as appropriate)

### Impact on Service – please include:-

1. Information on the structure within this function indicating numbers of posts of the same type and how many corresponding vacancies – eg 20 care workers 2 posts vacant.
2. Impact on the service if this post is not filled, with particular reference to services to the public.

There is only one principal network engineer within the structure, which is this post. In total, of which this post is one, there are two network engineers supporting the entire network for Council premises, including hubs, libraries, schools and health

establishments such as the healthy Living Centres.

Should the post not be appointed to, essential planned upgrades, new installations & maintenance of existing ICT systems will not happen or may be delayed.

In the event of loss of connectivity, this post is essential. This post was critical in restoring services due to the power outage experienced in November.

In the absence of the other network engineer due to sickness or annual leave, there will be no network engineers supporting the Council's network.

Not maintaining the network equipment breaches Code of Connection regulations and could see the authority disconnected from the PSN network, an essential requirement of the public facing Revenues & Benefits service. This could also impact on our N3 (Connecting for Health) circuit, which serves the Healthy Living Centres and is also critical for Public Health services.

The current Wide Area Network contract that connects all Council-owned sites, partner sites, Children's Centres and all schools on the Medway Grid for Learning expires at the end of August 2015. ICT are reviewing alternative opportunities to assure efficiencies and improved services, and ICT may be submitting, in the near future, a joint GW1 & 3 paper to the Corporate Procurement Board to migrate our existing connections to an alternative provider. The Principal Network Engineer post will be key in ensuring that any transition is carried out efficiently and effectively with minimum disruption to services.

## **Budget Issues**

Please indicate:

1. The realisable savings if this post remained vacant until the 31 March 2015.
2. If any savings could be achieved by alternative ways of providing the service.

1) £2500.

2) A technically competent network engineer is essential to the authority for maintaining a reliable ICT Infrastructure and for strategically reviewing network services to ensure they remain current and fit for purpose. Contracting this role out will cost significantly more than a permanent resource. Whilst contractors may have the required technical skills, they will not have the inherent knowledge of the Medway Council infrastructure and so any work undertaken by a contractor will take significantly longer, thus increasing the period of service unavailability.

The Principal Network Engineer is also a team leader, and thus has responsibility for staff, including management and PDR reviews. A contractor role would not be suitable for carrying out the management responsibilities required by this role.

Significant savings have been provided from the ICT budget, which is now already functioning with limited resources and could not sustain further reductions without a deterioration in service delivery.

Please specify the funding source for this post:

Funding is available from within the current ICT budget whilst continuing to achieve annual vacancy savings required corporately.

**Comments from Portfolio Holder**

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

Signed: .....  
Director

Dated: .....

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DIRECTORATE	Children and Adults		
SECTION	Special Educational Needs		
POST TITLE	Transport Officer (SEN)		
GRADE AND SALARY RANGE	Range 3 (£19,126 - £24,646) per annum		
POST NUMBER	TBC		
LOCATION			
DATE POST BECAME VACANT	New post		
MANAGER POST REPORTS TO	SEN Manager		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO? N/A			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW			
NAME OF RECRUITING MANAGER: Genny Cherriman			

(\* please delete as appropriate)

### Impact on Service – please include:-

1. Information on the structure within this function indicating numbers of posts of the same type and how many corresponding vacancies – eg 20 care workers 2 posts vacant.
2. Impact on the service if this post is not filled, with particular reference to services to the public.

This is a new post. Since the disbandment of the Transport Procurement Unit (who previously managed the provision and management of travel arrangements for children and young people with SEN), Medway Council has a contract with Medway Norse to provide transport for pupils with SEN. However, the payment of invoices relating to the transport provided by Medway Norse, and other contractors remains the responsibility of Medway Council.

The Transport Officer (SEN) is currently being undertaken by a temporary officer.

The Transport Officer (SEN) maintains the SEN transport database and cross references invoices with the information to ensure that information submitted is correct and to ensure budgetary control.

The Transport Officer (SEN) also liaises with Medway Norse on a regular basis and attends fortnightly meetings to discuss issues arising.

The Officer also answers calls from parents relating to transport, and prepares paperwork relating to SEN Transport appeals.

Should this post not be filled, Medway Council will be in breach of the contract to pay Medway Norse and other transport providers. There will not be diligent maintenance of records to ensure accurate budget reporting and prediction.

### **Budget Issues**

Please indicate:

- 1 the realisable savings if this post remained vacant until the 31 March 2015.
- 2 If any savings could be achieved by alternative ways of providing the service.

Potentially inaccurate record keeping of expenditure on the SEN transport budget could lead to additional expenditure.

Please specify the funding source for this post:

Medway Council has outsourced the SEN Transport provision to Medway Norse. From the funding paid by Medway Council to Norse for the contract (£72k), some funding is retained to finance an SEN Transport Officer to ensure that the Medway Norse contract and service is overseen e.g. invoices are paid, and cross referenced against SEN data for SEN transport budget monitoring purposes.

Comments from Portfolio Holder

Signed: .....

Portfolio Holder

Dated: .....

Signed: .....

Councillor Alan Jarrett

Dated: .....

Signed: .....

Director

Dated: .....



## CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

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DIRECTORATE	Children and Adults	
SECTION	Mental Health	
POST TITLE	Support Services Assistant (S.S.A.)	
GRADE AND SALARY RANGE	Range 2 (£14,733 - £19,126) per annum	
POST NUMBER	10059	
LOCATION	Compass Centre	
DATE POSTS BECAME VACANT	26 September 2014	
MANAGER POST REPORTS TO	Steve Morris	
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)		
NAME OF RECRUITING MANAGER: Steve Morris		

(\* Please delete as appropriate)

1. Impact on Service – please include:- and Information on the structure within this function indicating numbers of posts of the same type

At the beginning of this financial year, SSA support for the MH Social Work Team had an establishment of 5 FTE, two of these posts have been surrendered as a contribution from Mental Health services toward the costs savings required for the remainder of this financial year. Of the three posts remaining, the team is supported by one fte following the departure of 1 fte in November 2014 and the other the temporary contract coming to an end in September 2014 (this post). A request for recruitment had been submitted in November however approval was not granted.

*2. Impact on the service if this post is not filled, with particular reference to services to the public:*

A major component of the work of the MH team is safeguarding and statutory work under the MH Act 1983 (amended 2007). The SSA's within the team provide much needed support by attending SVA meetings and supporting the AMHP service by taking referrals and passing these to the senior on duty. With only 1fte SSA in post this is having a negative impact by a) delaying our response to convening and documenting meetings in response to referrals. This affects our ability to safeguard vulnerable people effectively, and puts the service outside the accepted time frames for administering these referrals and b) delaying the passing of urgent referrals requiring assessment under the MH Act, to the senior AMHP on duty. The demand on this service continues to increase and delays have been caused by the need to answer other telephone calls and other administrative duties such as SVA referrals. Delays have been recorded as being up to 45 minutes, which given the urgent nature of these calls, increases the risk of serious untoward incidents. Other staff do support the remaining SSA but this support takes them away from providing services to service users. The statutory workload under the MH Act, remains very high and the support of SSAs is critical to enable staff to fulfil these functions. The volume of work undertaken by the remaining 1wte will be unmanageable and without additional administrative support, the ability of staff to fulfil their functions in a timely manner and within the statutory requirements will be seriously impaired with detrimental impact upon vulnerable service users.

### **Budget Issues**

Please indicate:

- 1 The realisable savings if this post remained vacant until the 31 March 2015.
- 2 If any savings could be achieved by alternative ways of providing the service.

Please specify the funding source for this post:

The post is fully funded within the existing budget for Medway Mental Health Social Work Team

Two fte SSA posts have been deleted to assist offsetting the departments overspend Alternative ways of managing this work would not result in efficiency or budgetary savings due to the risks as outlined above and work demands on other staff.

**Comments from Portfolio Holder**

Signed: .....  
Director

Dated: .....

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

## CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3<sup>rd</sup> Floor, Gun Wharf. You will also need to send an electronic word version to [resourcing@medway.gov.uk](mailto:resourcing@medway.gov.uk), so that the approval form can be inserted into the cabinet report. This form is not required for those posts covered by the exemptions list shown below.

DIRECTORATE	Children and Adults		
SECTION	Mental Health		
POST TITLE	Support Services Assistant (S.S.A.)		
GRADE AND SALARY RANGE	Range 2 (£14,733 - £19,126) per annum		
POST NUMBER	10059		
LOCATION	Compass Centre		
DATE POSTS BECAME VACANT	28 November 2014		
MANAGER POST REPORTS TO	Steve Morris		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
NAME OF RECRUITING MANAGER: Steve Morris			

(\* Please delete as appropriate)

**1. Impact on Service** – please include:- and Information on the structure within this function indicating numbers of posts of the same type

At the beginning of this financial year, SSA support for the MH Social Work Team had an establishment of 5 FTE, two of these posts have been surrendered as a contribution from Mental Health services toward the costs savings required for the remainder of this financial year. Of the three posts remaining, the team is supported by one fte following the departure of 1 fte in November 2014 and the other the temporary contract coming to an end in September 2014 (this post). A request for recruitment had been submitted in November however approval was not granted.

*2. Impact on the service if this post is not filled, with particular reference to services to the public:*

A major component of the work of the MH team is safeguarding and statutory work under the MH Act 1983 (amended 2007). The SSA's within the team provide much needed support by attending SVA meetings and supporting the AMHP service by taking referrals and passing these to the senior on duty. With only 1fte SSA in post this is having a negative impact by a) delaying our response to convening and documenting meetings in response to referrals. This affects our ability to safeguard vulnerable people effectively, and puts the service outside the accepted time frames for administering these referrals and b) delaying the passing of urgent referrals requiring assessment under the MH Act, to the senior AMHP on duty. The demand on this service continues to increase and delays have been caused by the need to answer other telephone calls and other administrative duties such as SVA referrals. Delays have been recorded as being up to 45 minutes, which given the urgent nature of these calls, increases the risk of serious untoward incidents. Other staff do support the remaining SSA but this support takes them away from providing services to service users. The statutory workload under the MH Act, remains very high and the support of SSAs is critical to enable staff to fulfil these functions. The volume of work undertaken by the remaining 1wte will be unmanageable and without additional administrative support, the ability of staff to fulfil their functions in a timely manner and within the statutory requirements will be seriously impaired with detrimental impact upon vulnerable service users.

## **Budget Issues**

Please indicate:

1. The realisable savings if this post remained vacant until the 31 March 2015.
2. If any savings could be achieved by alternative ways of providing the service.

Please specify the funding source for this post:

The post is fully funded within the existing budget for Medway Mental Health Social Work Team

Two fte SSA posts have been deleted to assist offsetting the departments overspend Alternative ways of managing this work would not result in efficiency or budgetary savings due to the risks as outlined above and work demands on other staff.

**Comments from Portfolio Holder**

Signed: .....  
Director

Dated: .....

Signed: .....  
Portfolio Holder

Dated: .....

Signed: .....  
Councillor Alan Jarrett

Dated: .....

## CABINET AND DIRECTORATE PORTFOLIO HOLDER APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form to request approval from the relevant Director and Directorate Portfolio Holder to recruit to vacancies and return to the Resourcing Team, HR Services, Gun Wharf

DIRECTORATE	RCC
SECTION	Highways and Parking Services (Major Projects Team)
POST TITLE	Technical Assistant (Highways Scheme Design and Planned Maintenance)
POST NUMBER	10936
GRADE AND SALARY RANGE	Range 3 (£19,126 to £24646) per annum
LOCATION	Highways and Parking Services (Major Projects Team)
DATE POST BECAME VACANT	November 2014

*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Yes	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	No	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	No	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)		
NAME:		
WHICH PHASE OF BETTER FOR LESS DOES THIS POST RELATE TO?		
Phase 3a Complete.		
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW		
Phase 3a of Better for Less has been completed and this post existed before and after the process.		
NAME OF RECRUITING MANAGER Phil Moore		

(\* please delete as appropriate)

### Impact on Service – please include:-

1. The existing team is significantly under staffed. This post has become vacant due to the promotion within the team therefore a staffing pressure still remains.
2. With the increase in schemes both from the Ltp and LEP programmes the design team will not be able to meet it's current programme of work and will potentially fail to deliver the schemes.

This post has become vacant due to an internal appointment within the Highways area following a recent recruitment process including external applicants.

This post is part of the Major Projects team, who design, facilitate and project manage, large, medium and small schemes across the network, on behalf of other teams including Traffic Management, Road Safety, various Regeneration Teams and the Transport Team.

Most of the work is funded from and forms part of the Local Transport Plan (3), which supports the continued regeneration of Medway by enabling efficient and safe movement in the area and the team form the frontline operational team in delivery of the LTP schemes.

Past schemes have included:-

- The construction of the new Stoke bridge crossing.
- The construction of the new bus station in Chatham

Current schemes are:-

- Gun Lane, Strood – Proposed Zebra crossing
- Wainscot Primary School – New footway and retaining wall

Future schemes include:-

- A2 High St, Rainham – Casualty Reduction Improvements
- Ash Tree lane - Capacity improvement Scheme

The post is income generating and since their move to Highways their trading position has moved from a deficit to covering all of their costs in 2013/14 to projecting a small surplus in 2014/15.

Looking at future years LTP, LEP and other funding streams, all costs associated with this post will be fully recovered through recharges to the project budgets.

The team is highly operational, effecting large-scale improvements to the largest overall asset that the Council owns (the highway). The delivery of the services involved is highly dependent on the input and support given by the Technical Assistant, who manages programmes, creates drawings and carry's out various functions which allow the designers to remain focused on designing the schemes, expected by our customers, which both maintain the network in terms of safety and improve it for long-term asset management. The post requires a high level of interaction with members of the public and numerous stakeholders (emergency services, bus companies, utility companies, members etc) to bring about these improvements to the network.

If the post remained vacant, the delivery of these projects and schemes would be affected, in that there would not be enough resources to deliver the schemes. This would result in the Local Transport Plan objectives not being met and the strategy of that plan, failing to deliver its proposals. This would further impact on Medway Council's priority of "everyone benefiting from regeneration".



**Budget Issues**

Please indicate actual cost of filling this post:

Salary on the appointed Range 3 (£19126 - £24646 plus car user allowance and pension contributions.

Please specify the funding source for this post: Current budget provision.

Signed: .....  
Director

Dated: .....

Signed: .....  
Directorate Portfolio Holder

Dated: .....