

CABINET

12 JULY 2016

RECRUITMENT FREEZE

Portfolio Holder: Councillor Alan Jarrett, Leader

Report from: Neil Davies, Chief Executive

Author: Carrie McKenzie, Head of HR & Organisational Change

Summary

This report brings forward 12 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: -

Children & Adults

Attendance Advisory Practitioner
Attendance Advisory Practitioner
Support Services Assistant
Business Support/Admin Officer
Data Officer
Business Information Officer
LAC Health Coordinator

Regeneration, Community, Environment and Transformation

Customer Relations Team Leader
Customer Relations Investigations Officer
Programme Co-ordinator ESOL
Senior Operations Officer
Administration Support Officer

- 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

Carrie McKenzie, Head of HR & Organisational Change, Gun Wharf, Dock Road,
Chatham Telephone: (01634) 332261 Email: carrie.mckenzie@medway.gov.uk

Background papers:

Cabinet report 10 December 2002

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

Cabinet report 7 January 2003

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

Appendices:

Appendix 1 Recruitment Freeze Forms

CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3rd Floor, Gun Wharf. You will also need to send an electronic word version to 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	Attendance Advisory Service to Schools and Academies (AASSA)		
POST TITLE	Attendance Advisory Practitioner		
GRADE AND SALARY RANGE	Range 3 (£19,356 -£24,943)		
POST NUMBER	1117		
LOCATION	Broadside		
DATE POST BECAME VACANT	1 April 2016		
MANAGER POST REPORTS TO			
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	N		
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?			
ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW			

(* 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.

Structure –

1 Team Manager

3 Team Leaders

1 courts officer

7 AAPs (2 temporary)

1 AAP (CME Officer) post vacant

1 SSA

1 Apprentice

The long term future of AASSA within Social Care and working under the umbrella of Early Help within the integrated Family Support Service (IFSS) is linked to the success of the service supporting schools and academies to raise attendance and maximise children and young people's successful outcomes.

AASSA are a successful traded service and work closely and encourage joint working with professionals in IFSS including the Troubled Families Agenda and with partner agencies.

AASSA are also responsible for Children Missing Education, Children in Performance, Chaperone Licencing and Child employment. All of AASSA fully support these statutory responsibilities.

Children Missing Education is a statutory responsibility and all Local Authorities have a dedicated named officer responsible for this task implementing and following DfE guidance and Medway CME policy, reporting to the MSCB.

If this post was not filled safeguarding could be compromised. The Children Missing Education Officer locates, assesses, monitors and tracks children missing education enabling children and young people to be supported in education or returned to education to reach their full potential.

The officer is also responsible for arranging joint attendance sweeps with Kent Police which take place in Medway throughout the academic year.

The responsibility is carried out through strategic and a multi agency framework also with other local authorities and agencies sharing information.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2017
2. If any savings could be achieved by alternative ways of providing the service.

It would not be feasible for this post to remain vacant. As a statutory service and a fully traded service to schools and academies our budget requirements are fully met and income would not exceed expenditure

Please specify the funding source for this post: This post is a statutory service. Budget not exceeded for this post.

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	Attendance Advisory Service to Schools and Academies (AASSA)		
POST TITLE	Attendance Advisory Practitioner		
GRADE AND SALARY RANGE	Range 3 (£19,356 - £24,943)		
POST NUMBER	1117		
LOCATION	Broadside		
DATE POST BECAME VACANT	1 April 2016		
MANAGER POST REPORTS TO			
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	N		
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?			
<p>ARE THERE IMPLICATIONS FOR NOT FILLING THE POST PRIOR TO THE RELEVANT PHASE OF BETTER FOR LESS – IF SO PLEASE INDICATE BELOW</p>			

(* 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.

Structure –

1 Team Manager

3 Team Leaders

1 courts officer

7 AAPs (2 temporary)

1 AAP (CME Officer) post vacant

1 SSA

1 Apprentice

The long term future of AASSA within Social Care and working under the umbrella of Early Help within the Integrated Family Support Service (IFSS) is linked to the success of the service supporting schools and academies to raise attendance and maximise children and young people's successful outcomes.

AASSA are a successful traded service and work closely and encourage joint working with professionals in IFSS and with partner agencies.

Due to the continued high demand of our service we are looking to recruit 2 permanent Attendance Advisory Practitioners. This will ensure the continued high quality professional service offered, that staff are fully trained and have a full understanding of the legal implications of poor school attendance. By offering permanent recruitment will ensure quality of staff being employed by Medway Council and also retaining those staff members which will be of higher calibre.

AASSA are a successful traded service to Schools and Academies.

If AASSA were unable to employ permanent Attendance Advisory Practitioners it would seriously impact on the delivery of our service to schools and academies that have purchased hours via Medway Council Traded Services hub (SLA online) would not have the hours the schools and academies have purchased fulfilled by the AASSA Team which would result in AASSA defaulting on contracts.

AASSA are also responsible for Children Missing Education, Children in Performance, Chaperone Licencing and Child employment. All of the AASSA team fully support these statutory responsibilities. Our responsibility for safeguarding would not be met.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2017
2. If any savings could be achieved by alternative ways of providing the service.

It would not be feasible for these posts to remain vacant. As a statutory service traded service to schools and academies our budget requirements are fully met and income would not exceed expenditure

Please specify the funding source for this post: statutory and traded service funding

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	Attendance Advisory Service to Schools and Academies (AASSA)		
POST TITLE	Support Services Assistant		
GRADE AND SALARY RANGE	Range 2 (£15,241 - £19,356)		
POST NUMBER	9364		
LOCATION	Broadside		
DATE POST BECAME VACANT	1 April 2016		
MANAGER POST REPORTS TO	Jan Baker		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	N		
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:			

(* 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.

At present AASSA employs –

1 Team Manager

1 courts officer

3 Team Leaders

7 Attendance Advisory Practitioners (2 temporary)

1 Attendance Advisory Practitioner (CME Officer post vacant)

1 SSA (post to become vacant if cabinet approve)

1 Apprentice (Post to become vacant and not replaced if cabinet approve other post)

AASSA has a statutory responsibility within Social Care under the umbrella of Early help and IFSS to support schools and academies to raise and improve attendance.

AASSA are a successful fully traded service and work closely with all professionals and partner agencies.

The post is responsible for a number of statutory responsibilities including child performance licencing, chaperone licencing, and child employment licences.

A number of other areas are fully supported by this role including correspondence, updating information packs and training packs, and answering telephone enquiries and complaints in a professional manor, insuring correct information is gathered and passed within AASSA.

Not being able to fill this post would seriously impact on Medway Councils statutory responsibility to ensure safeguarding needs and checks are made and appropriate licences and training issued to members of the public following their applications.

As part of the responsibility, Penalty Notices are issued and monitored by the SSA who works closely with Team Leaders and the Court Officer ensuring that penalty notice cases are reconciled, monitored and progressed to court if payments are not received.

Data gathering for Early Help Panels, Fair Access Panel and Trouble families ensure support to the AASSA Team Manager and Team Leaders.

AASSA would not be in a position to carry out the individual statutory responsibility and processes within the team, and this is considered an extremely important role that underpins a number of responsibilities within the team.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016
2. If any savings could be achieved by alternative ways of providing the service.

Please specify the funding source for this post: AASSA is a traded service and income from penalty notice would fully support this roll.
Due to the complexity of this roll there would be no alternative ways of providing this service.

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	IFSS Business Unit		
POST TITLE	Business Support/Admin		
GRADE AND SALARY RANGE	Range 1	£13348 - £15241	
POST NUMBER	12150		
LOCATION	Broadside		
DATE POST BECAME VACANT	July 2016		
MANAGER POST REPORTS TO	Project Manager post /		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N	Yes	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N	No	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N	No	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:	N/A		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)	N/A		
NAME OF RECRUITING MANAGER: Toni Jarvis			

(* 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.

Recruitment to this post is necessary to support the work and current business information officer needed to fulfil the council's commitment to the vastly increased national Troubled Families programme. It will also replace the existing data apprentice post. We expect to fill the post internally.

The business support admin post will be responsible for organising our bi weekly multi agency early help panel meetings, and multi agency steering group meetings including distributing papers for both, uploading documents and updating information onto framework I, providing administration to regular Lead Professionals meetings, early help coordinator meetings and area hub meetings, checking families being discussed at various panel meetings and providing information or informing appropriate lead professional, responsible for monthly distribution of privacy information letters to new families, providing general help desk enquiries for partners when the new early help assessment is rolled out in September and support to team and creating rotas for their attendance at various meetings, support for maintenance

of our Master spreadsheet - , data on 25000 individuals qualifying for the programme between 2015 – 2020. This involves cleansing of new data and removal of old data to ensure compliant with data protection. The post contributes towards meeting our troubled families commitments and income. Some £1.6m in PBR for the council is dependant on this post. Failure to recruit and have control over this post would result in the potential loss of PBR.

In addition, there is a risk of not meeting Attachment Fees targets set by DCLG (1011 families in 2 years 2015-17), leading to a reduction of upfront fees in future years (£674,000 received for 2016/17).

The business unit needs to be ready to recruit immediately for this position to provide support to the existing business information officer.

Recruiting this post using Core budget IFSS funding will mean sufficient capacity in place to support Medway's response to the national TF programme. This request for approval to recruit will be considered for internal opportunities.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

Please specify the funding source for this post:

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	IFSS Business Unit		
POST TITLE	Data Officer		
GRADE AND SALARY RANGE	Range 3	£19356 - £24943	
POST NUMBER	10555		
LOCATION	Broadside		
DATE POST BECAME VACANT	July 2016		
MANAGER POST REPORTS TO	Project Manger post		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N	No	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N	No	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N	Yes	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:	July 2016 – June 2017		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)	New post		
NAME OF RECRUITING MANAGER: Donna Mills			

(* 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.

Recruitment to this post is necessary to support the work and current business information officer needed to fulfil the council's commitment to the vastly increased national Troubled Families programme.

The business support officer post will be responsible for maintaining our Master spreadsheet - , data on 25000 individuals qualifying for the programme between 2015 – 2020. This involves merging data, cleaning, identification of families each month qualifying for support , supporting the implementation of our early help assessment tool (providing help desk support to professionals across Medway using the tool) and tracking families to ensure that the correct interventions are in place and that they meet significant and sustained progress enabling Payment by Results (PBR) to be claimed. Some £1.6m in PBR for the council is dependant on this post. Failure to recruit and have control over this post would result in the potential loss of PBR.

In addition, there is a risk of not meeting Attachment Fees targets set by DCLG (1011 families in 2 years 2015-17), leading to a reduction of upfront fees in future years

(£674,000 received for 2016/17).

The business unit needs to be ready to recruit immediately for this position to provide support to the existing business information officer.

Recruiting this post using Core budget IFSS funding will mean sufficient capacity in place to support Medway's response to the national TF programme. This request for approval to recruit will be considered for internal opportunities but may need to go out to external advert or a specialist agency.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

There would be no savings if the post remained vacant since the council would lose the PBR £1.6m over the life of the programme.

Please specify the funding source for this post: Troubled Families Service Transformation Grant

Comments from Portfolio Holder

Signed:
Portfolio Holder

Dated:

Signed:
Councillor Alan Jarrett

Dated:

Signed:
Director

Dated:

CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3rd Floor, Gun Wharf. You will also need to send an electronic word version to 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	IFSS Business Unit		
POST TITLE	Business Information Officer		
GRADE AND SALARY RANGE	Range 4 £24943 - £30372		
POST NUMBER	10540		
LOCATION	Broadside		
DATE POST BECAME VACANT	September 2016		
MANAGER POST REPORTS TO	Project Manger post		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N	Yes	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N	only if nec	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N	No	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)	James Weekes		
NAME OF RECRUITING MANAGER:	Donna Mills		

(* 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.

Recruitment to this post is necessary to enable the service to have control over the resources needed to fulfil the council's commitment to the vastly increased national Troubled Families programme.

The business officer post is responsible for obtaining the data on 25000 individuals qualifying for the programme between 2015 – 2020. Data on every individual of every family qualifying for support (5000) is needing to be harvested from local agencies, pooled with data held within the council and then regularly updated. This enables families to be qualified for support, monitored to ensure that the correct interventions are in place and finally approved to meet significant and sustained progress enabling Payment by Results (PBR) to be claimed. Some £1.6m in PBR for the council is dependant on this post. Failure to recruit and have control over this post would result in the potential loss of PBR.

In addition, there is a risk of not meeting Attachment Fees targets set by DCLG (1011 families in 2 years 2015-17), leading to a reduction of upfront fees in future years (£674,000 received for 2016/17).

The IFSS Business Unit currently hosts the post which remains under the management of Performance and Intelligence division. The post requires development to ensure it is able to take on work that is currently undertaken by the range 5 project manager, preventing other work being taken forward. This has been necessary to ensure that we do not fall behind in our commitments. The Business Information Officer post will be responsible for overall data integrity, prediction of families both needing help / PBR & identifying service needs in relation to areas. Providing partner agencies with information to encourage engagement with the programme & service transformation across Medway, the ownership of our Master spreadsheet (development, matching) and leading on obtaining data from partners being the key conduit between our agencies. It will also provide support to partners using our new early help assessment tool – during the current pilot and when fully implemented in September. The post is also responsible for the monthly dashboard reporting to management.

This role will be crucial to the transformation of services in the community – one of the commitments Medway Council has made to the Department for Communities and Local Government. This involves taking the TF model of provision post programme – analysing data and predicting future trends – into future delivery enabling investment to save.

Replacing the post using Core budget IFSS funding, will mean sufficient capacity in place to support Medway's response to the national TF programme. This request for approval to recruit will be considered for internal opportunities but may need to go out to external advert or a specialist agency.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

There would be no savings if the post remained vacant since the council would lose the PBR £1.6m over the life of the programme and potential future Attachment Fees.

Please specify the funding source for this post: Troubled Families Service Transformation Grant

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 & ADULTS		
SECTION	CHILDREN'S ADMIN SUPPORT SERVICE		
POST TITLE	LAC HEALTH CO-ORDINATOR		
GRADE AND SALARY RANGE	RANGE 3		
POST NUMBER	11601		
LOCATION	BROADSIDE		
DATE POST BECAME VACANT	10 TH JULY 2016		
MANAGER POST REPORTS TO	TINA HERBERTS		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	N		
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: TINA HERBERTS			

(* 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 LAC Health Co-ordinator post within CSC. This post ensures Initial & Review Health Assessments are completed within the set timescales for all Looked After Children, sends SDQ's & carers reports to foster carers & completes all fwki episodes. The role is also the first point of contact between CSC & the LAC Team based at Medway Hospital. Other duties include running reports, analysing data, attending the LAC Health Sub Group, liaising with other Local Authorities regarding

children placed outside of our area or other Looked After Children placed within Medway.

Should the post not be filled it would have a significant detrimental effect on the health of Medway's Looked After Children. It is an Ofsted requirement that all Looked After Children have regular health assessments whilst placed in Local Authority care.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

Please specify the funding source for this post: The Council's general fund

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	RCET	
SECTION	Customer Relations Team, Business and Administration Support Service (BASS), Transformation Division	
POST TITLE	Customer Relations Team Leader	
GRADE AND SALARY RANGE	Range 4	
POST NUMBER	11618	
LOCATION	Gun Wharf	
DATE POST BECAME VACANT	31 May 2016	
MANAGER POST REPORTS TO	Head of BASS	
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:	We would plan to continue with our previously agreed temporary arrangements until our recruitment is agreed and the recruitment process is complete	
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)	n/a	
NAME OF RECRUITING MANAGER: Chris White		

(* 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.

The Customer Relations Team Leader post became vacant on 31 May 2016. We are currently covering this through temporary placement. However, it is intended to seek permanent recruitment for this post as stability for this important work to the public and the council is important.

The CRT forms part of the Business and Administration Support Service (BASS) and provides a coordination, support and advisory service to all council services in responding to complaints, Freedom of Information (FOI) requests, and Subject Access Requests (SAR) for personal data held on an individual by the council. Performance timelines apply to responses, with statutory guidance in place for FOI and SAR requests, and to the management of social care complaints. The Team is also the point of contact for the Local Government Ombudsman on all cases that they consider.

The Customer Relations Team Leader oversees the team of six, ensuring that the different streams of work are resourced and managed on a day-to-day basis. The Team Leader prepares monthly reports on outstanding cases and timeliness performance for all Service Managers and Assistant Directors, and a quarterly report for the Corporate Management Team. There are a large number of cases per annum.

The post-holder also provides advice and guidance to senior managers on all cases that are escalating through the complaints procedure, and generally on any issues that are preventing the council from making a response to a customer. There is frequent liaison with service and senior managers across the council. This is a fast moving area, with frequent deadlines and much direct contact with the public. It forms an important part of the face of the council to residents and customers who are dissatisfied or who have exercised a legal right to seek data or personal information.

We intend to undertake further work in this team on not just dealing with complainants but improving our service - by asking complainants about their experience of the process; our web presence and further training with individuals and teams about handling complainants both face to face, on the phone and in writing.

If the post is not filled there is a danger that deadlines will slip and complainants and information requesters will receive a less good service. In the case of complaints this can lead to premature escalation of complaints which then become more resource intensive to resolve. For social care complaints, FOIs and SARs there are statutory deadlines overseen by the LGO and the Information Commissioner's Office respectively, and the council can be called to account for its performance.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

If post remained vacant from 1.7.16 to end of financial year, savings would be £25,470.

The team has contributed to savings in earlier budget rounds and it is not seen feasible on current volumes for further savings to be made at this time.

Please specify the funding source for this post:

Base revenue budget

Comments from Portfolio Holder

Signed:
Portfolio Holder

Dated:

Signed:
Councillor Alan Jarrett

Dated:

Signed:
Director

Dated:

CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3rd Floor, Gun Wharf. You will also need to send an electronic word version to 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	RCET	
SECTION	Customer Relations Team, Business and Administration Support Service (BASS), Transformation Division	
POST TITLE	Customer Relations Investigations Officer	
GRADE AND SALARY RANGE	Range 3	
POST NUMBER	9882	
LOCATION	Gun Wharf	
DATE POST BECAME VACANT	15 July 2016	
MANAGER POST REPORTS TO	Customer Relations Team Leader	
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y	
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	N	
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	N	
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)	n/a	
NAME OF RECRUITING MANAGER: Chris White		

(* 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 Customer Relations Investigation Officer post becomes vacant on 15 July 2016. We request permission to permanently recruit to this vital post which looks after the council's Stage 2 and Local Government Ombudsman complaints. This post provides a pivotal role between officers of the council and members of the public who are unhappy with the outcome of the council's complaint response at Stage 1. Responding at Stage 2 and beyond that at Local Government Ombudsman enquiry level, requires a diligent set of skills to ensure that each point of the complaint is responded to and is in a language and style that is accessible to all of customers. The liaison with services and customers is vital to ensure that all relevant information and clarification of issues is covered. Getting it right at Stage 1 and if not at Stage 2, helps to ensure customer satisfaction and prevents our customers from having to make a further representation to the Local Government Ombudsman (LGO). Good management of complaints not only ensures improved customer service but also and potential fines or compensation.

The Customer Relations Team forms part of the Business and Administration Support Service (BASS) and provides a coordination, support and advisory service to all council services in responding to the complaints the complaints. Other customer relations investigations officer roles major on Freedom of Information Requests (Fol) and Subject Access Requests (SAR) and on social care complaints.

This post is responsible for the co-ordination and presentation of data to managers across the council. Receiving data about timeliness and type of complaint provides invaluable information to help us improve our services across the council. There is frequent liaison with service and senior managers across the council. This is a fast moving area, with frequent deadlines and direct contact with the public. It forms an important part of the face of the council to residents and customers who are dissatisfied with a service they have received.

Within the team, we intend to undertake further work in this team on not just dealing with complaints but further improving our council services - by asking complainants about their experience of the process; our web presence and further training with individuals and teams about handling complainants both face to face, on the phone and in writing.

If the post is not filled there is a danger that deadlines will slip and we will lose faith with our promise to customers through the customer charter commitment, or that LGO deadlines could slip. We currently pride ourselves on a good reputation for acting professionally as intermediary between customer and services and ensuring we adhere to deadlines and we do not want this to be jeopardised.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

If post remained vacant from 1.8.16 to end of financial year, savings would be £14,000.

The team has contributed to savings in earlier budget rounds and it is not seen feasible on current volumes for further savings to be made at this time.

Please specify the funding source for this post:

Base revenue 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	RCET		
SECTION	Medway Adult Education		
POST TITLE	Programme co-ordinator ESOL		
GRADE AND SALARY RANGE	Range 4, £24,943 - £30,372		
POST NUMBER	11612		
LOCATION	Medway Adult Education		
DATE POST BECAME VACANT	11/7/16		
MANAGER POST REPORTS TO	Fiona Congreave		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:	11/7/16 – 1/5/17		
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
NAME OF RECRUITING MANAGER: Fiona Congreave			

(* 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.

The post supports the delivery and management of the ESOL programme. The ESOL programme forms the majority of the ASB delivery as part of the SFA contract. The post is required to ensure that the programme is delivered and that the SFA contract is met. The programme also contributes towards KPIs which are very good. To not cover this post would put KPIs at risk as well as over £200k of funding.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

£7,456

Please specify the funding source for this post: Externally funded (SFA)

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	RCET		
SECTION	Medway Adult Education		
POST TITLE	Senior Operations Officer		
GRADE AND SALARY RANGE	Range 3, £19,356 - £24,943		
POST NUMBER	12406		
LOCATION	Medway Adult Education		
DATE POST BECAME VACANT	30/9/15		
MANAGER POST REPORTS TO	Hilary Treays		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
NAME OF RECRUITING MANAGER: Hilary Treays			

(* 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.

<ol style="list-style-type: none"> 1. One post vacant since 30/9/15, currently covered by secondment from BASS. Requesting approval to make permanent 2. Key post within service, providing operational support for senior managers and supervising the admin team. No capacity within the service for this work to be covered by another member of the team.

Budget Issues

Please indicate:

1. the realisable savings if this post remained vacant until the 31st March 2016.
2. If any savings could be achieved by alternative ways of providing the service.

£17,144

Please specify the funding source for this post: Externally funded (SFA)

Comments from Portfolio Holder

Signed:
Portfolio Holder

Dated:

Signed:
Councillor Alan Jarrett

Dated:

Signed:
Director

Dated:

CABINET APPROVAL FOR RECRUITMENT TO VACANCIES

Please complete this form, with all required signatures, and return to the Organisational Change Team, HR Services, 3rd Floor, Gun Wharf. You will also need to send an electronic word version to 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	RCET		
SECTION	Medway Adult Education		
POST TITLE	Administration Support Officer		
GRADE AND SALARY RANGE	Range 2, £15,241 - £19,356		
POST NUMBER	12407		
LOCATION	Rochester Adult Education centre		
DATE POST BECAME VACANT			
MANAGER POST REPORTS TO	Kerrie Skiggs		
*IS THIS REQUEST TO COVER PERMANENT RECRUITMENT	Y/N		
*IS THIS REQUEST TO APPLY TO AN EXTERNAL AGENCY	Y/N		
*IS THIS REQUEST TO COVER TEMPORARY RECRUITMENT FROM AGENCY POOL	Y/N		
IF TEMPORARY PLEASE SPECIFY DATES FROM AND TO:			
IF TEMPORARY PLEASE GIVE NAME OF EMPLOYEE COVERING VACANCY (if applicable)			
NAME OF RECRUITING MANAGER: Kerrie Skiggs			

(* 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.

<ol style="list-style-type: none"> 7 posts (4.31fte), one part-time vacancy (0.38fte) Key post within admin team to administer the financial transactions eg processing invoices for services or goods received, raising invoices for fees, following up outstanding balances.
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Budget Issues

Please indicate:

- the realisable savings if this post remained vacant until the 31st March 2016.
- If any savings could be achieved by alternative ways of providing the service.

£6,700

Please specify the funding source for this post: Externally funded (Skills Funding Agency)

Comments from Portfolio Holder

Signed:
Portfolio Holder

Dated:

Signed:
Councillor Alan Jarrett

Dated:

Signed:
Director

Dated: