

Report

Report to:	Finance and Corporate Resources Committee
Date of Meeting:	10 November 2021
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Consolidation of Service Delivery
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1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ Provide an update on the consolidation of service delivery within the print centre team within Communications and Strategy.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s): -

- (1) that the contents of the report be noted
- (2) that the changes to the establishment, as detailed in section 5, are approved

3. Background

3.1. There have been two Service reviews carried out within Communications and Strategy (CS) since 2010, within the printing section and associated services area. This has reduced the team size and changed work processes to deliver efficiencies both within the service and across the council. Efficiencies include digital transformation of tasks, increased flexibility, length of time in production processes and a change in working patterns to remove all overtime costs.

3.2. Developments in service provision, and the council department needs, have changed the way in which CS now operates. The emphasis is on the digital strategy, applying changes such as removing external print (and spend, where possible), to provide a more responsive service which aligns with other digital processes in delivering communications and campaigns. CS continue to encourage services to redirect to digital format where possible. These changes have resulted in contractual alterations to the hardware and software and the core set of skills required, as well as increasing the productivity time each day.

4. Next Steps

4.1. The change in productivity has meant a development of how we deliver the service. Employees now work more flexibly from 8am – 6pm over a pattern of four days, with one non-working day in rotation. This provides the employees and the service a mutual benefit. It does however mean an increased requirement for employees, in particular the printing assistant, to be able to carry out the same tasks across areas of service delivery.

- 4.2 Employees have been trained in all the new process. There is an ongoing requirement for flexibility and the configuration of the team should reflect this. There is an increased demand for print assistant tasks and a reduction in clerical tasks, so an additional print assistant post is required.
- 4.3. Throughout the current pandemic as suppliers came offline the CS team continued to assist services and other councils in their delivery and recovery. This demonstrated the need for this service to be increasingly flexible and employees to have different skills.
- 4.4. The service will continue to assess the impact of digital delivery and will provide committee with updates as required.

5. Employee Implications

- 5.2 The required changes to the establishment are detailed below:

Post	Proposed Number of Posts (FTE)	Grade	SCP Range	Hourly Rate	Annual Salary	Gross Cost inc on costs 30.3%
Production Assistant	+ 1.0	Grade 2 Level 1 – 2	34 - 40	£11.78 - £12.86	£23,139 - £24,809	£28,011 - £30,579
Production Operative	- 1.0	Grade 1 Level 1 - 3	20 - 27	£9.60 – £10.64	£17,519 - £19,368	£22,827 - £25,300

6. Financial Implications

- 6.2 The additional Production Assistant post will be funded through the merging of 1.5 FTE Production Operative posts, the original Grade 1 Level 1-3 post above, and the vacant Grade1 L4, 0.5 post as outlined below. This will result in the removal of the 0.5 vacant post below which will result in an overall reduction the employee budget in 2022-2023.

Post	Proposed Number of Posts (FTE)	Grade	SCP Range	Hourly Rate	Annual Salary	Gross Cost inc on costs 30.3%
Production operative	- 0.5	Grade 1 Level 4	30 - 31	£11.12 - £11.29	£20,292 - £20,603	£13,220 - £13,423

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no implications for climate change in terms of the information contained in this report.
- 7.2. There are no implications for sustainability in terms of the information contained in this report.
- 7.3. There are no implications for the environment in terms of the information contained in this report.

8. Other Implications

- 8.1 We will further report a wider assessment of CS future service delivery for digital impact to committee in 2022 to approve recommendations on consolidation and employee implications.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function, or strategy, or recommend a change to an existing policy, function, or strategy and, therefore, no impact assessment is required. The Council's recruitment procedures in relation to equality and diversity will be followed.
- 9.2. Consultation has taken place with the Trade Unions regarding the recommendations contained within this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

2 November 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable effective, efficient and transparent
- ◆ Excellent employer
- ◆ Achieve results through leadership, good governance, and organisational effectiveness.

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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