



All members of Cullompton Town Council's
Policy, Finance and Personnel Committee
are hereby summoned to attend a meeting of the Committee to be held on
Monday 8 January 2018 commencing at 2pm
at **Cullompton Town Hall**

Judy Morris

Signed: Mrs Judy Morris, Town Clerk

Date: 2 January 2018

AGENDA

Members of the public are very welcome to attend this meeting

Membership: Councillors: Eileen Andrews, James Buczkowski, Gordon Guest, Mike Thompson and Richard Thorne

PUBLIC QUESTION TIME:

15 minutes is set aside at the beginning of the meeting to enable members of the public to ask questions which are relevant to the work of the Committee. Up to 3 minutes is allowed for each question.

It may not be possible to reply straightaway and the question may only be noted.

NOTE: All queries regarding the accounts or other financial matters to be asked in advance of the meeting in order that the Chairman/Clerk has the details available at the meeting, otherwise the response will be deferred.

- 1. APOLOGIES:** To receive apologies for absence.
- 2. DECLARATIONS OF INTEREST:** To receive declarations of Interest.
- 3. PUBLIC QUESTION TIME:** To receive questions from members of the public present at the meeting.

4. **MINUTES:** To agree and sign, as a correct record, the minutes of the previous meeting held on 21 November 2017 (Appendix A).

5. **STAFFING MATTERS**

(i) **Street Cleansing Contract:** To receive report and consider whether to resume responsibility for the street cleaning or pass this responsibility back to Mid Devon District Council.

(ii) **Staff salary increase:** To note that the National Employers for Local Government Services has offered council employees a two-year pay increase from 2018. Employees earning £19430 or more will receive an uplift of 2% on 1 April 2018 and a further 2% on 1 April 2019, those on lower salaries will receive a higher increase.

(iii) **Council Administration:** To receive details of apprenticeship schemes and consider employing an additional member of the Council's administration team:

Details of Operational Delivery Officer Apprenticeship (Appendix B).

Draft Job Description for above (Appendix C).

RECOMMENDATION: that due to the sensitive nature of the business to be discussed, the following item is dealt with as Part 2 business and, in accord with the Public Bodies (Admission to Meetings) Act 1960 and the Local Government Act 1972 the press and public are requested to leave at this point and the next section of the meeting is conducted in private.

6. **STAFFING MATTERS**

(ii) **Staffing Report**

(i) **Overtime/additional hours:** Update report.

7. **Date and time of next meeting:** Tuesday 16 January 2018 at 10am.

In accordance with the Public Bodies (Admission to Meetings) Act 1960, members of the public and press are very welcome to attend the meeting.

Members of the public will only be permitted to speak at the beginning of the meeting during Public Question Time.



POLICY, FINANCE & PERSONNEL COMMITTEE

Minutes of a Committee meeting held on Tuesday 21 November 2017 at 10.00am in Cullompton Town Hall

Present: Cllr James Buczkowski (in the chair) and Cllrs: Eileen Andrews, Iain Emmett, Gordon Guest Mike Thompson and Richard Thorne.

Judy Morris: Clerk

NOTE: It was noted that Cllr Mike Thompson was recording the meeting for his personal use.

64. **APOLOGIES:** None.

65. **DECLARATIONS OF INTEREST:** None.

66. **PUBLIC QUESTION TIME:** To receive questions from members of the public present at the meeting. None.

67. **MINUTES:** The minutes of the previous meeting held on 17 October 2017 were approved and signed as a correct record. Proposed Cllr Richard Thorne seconded Cllr Iain Emmett.

68. **COMMENTS AND COMPLAINTS:** To receive details of any comments or complaints for October/November 2017:

DATE	NAME	COMMENT/COMPLAINT	Council comment/action
Complaints			
16 Nov	Member of the public	Wrong PFP Agenda posted on the Council's website.	Email – problem resolved once it had been pointed out.
Compliments			
13 Nov	British Legion	Thank you to all the "team" for all they did, over and above, to make Sunday's parade happen, especially without incident, and for saving all the wreaths from disappearing down to Willand	Email
9 Nov	Internal Auditor	Please pass on my thanks to all your staff for the courtesy and attention afforded me during the course of my visit.	Letter

18 Oct	Member of the public	Pass on thanks to council staff for finding a plot so that his wife could be laid to rest close to her mother. Also Perry S for being very helpful.	Verbal
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RESOLVED: That the comments are noted and that staff are made aware of the compliments.

NOTE: Agenda item for the next meeting to consider who is responsible for cleaning the pavement of pigeon droppings.

69. FINANCE

(i) **Annual Return:** To receive notice of conclusion of the external audit 2016.17.

RESOLVED: It was noted that the notice of conclusion of audit had been received with no cause for concern.

(ii) **Internal Audit:** To receive interim internal audit report 2017.18: Discussion ensued and it was

RESOLVED:

(a) That, in future, all Committee members will be notified of the date that the internal auditor will attend the Council office to carry out the audit.

(b) Clerk to produce a rota so that all Councillors take a turn to sign-off the bank reconciliation.

(c) Clerk to report back to the next meeting to confirm that the VAT error has been rectified.

(d) Obtain quote to increase the Council's "Business Interruption – Loss of Revenue" cover to bring it into line with the annual income generated by hire of the facilities.

(e) Policy Review Working Group to review the Council's Risk Management Strategy and Policy.

(iii) **To receive financial reports for October 2017:** Noted.

NOTE: Cllr Mike Thompson queries payments for cemetery expenses, van running costs and town hall running costs. Clerk to send ledger reports.

(iv) **2018.19 budget and precept:** To consider draft 2018.19 budget and consider budget/financial report including:

RESOLVED:

(a) **Upgrade of telephone system:** The Committee **agreed**, in principle, to upgrade the Council's telephone system at a cost of no more than £1,000 per year.

(b) **Upgrade of Town Hall microphone system:** To recommend to full Council that £2,000 is included in the budget for upgrade of the Town Hall microphone system on the understanding that it is a fixed system within the building.

(c) **Neighbourhood Plan funding:** To recommend to full Council that £5,000 is included in the budget in case the process continues into 2018/19/ Proposed Cllr Iain Emmett, seconded Cllr Eileen Andrews.

(d) **Changes to the data protection legislation:** that the Council investigates the cost of employing an external company to assist in ensuring that it complies with the General Data Protection Regulation (GDPR). Proposed Cllr James Buczkowski, seconded Cllr Gordon Guest.

- (e) Consider increasing the Councillor/staff training budget to £4,000 to allow for staff training in health and safety matters.
- (f) Include an item on the agenda for the next full council meeting to consider whether the Council wishes to continue to support youth services.

70. STAFFING MATTERS

- (i) **Staff Christmas meal: To consider making a contribution.**

RESOLVED: That the Council makes a contribution of £15 per head to the staff's Christmas meal.

- (ii) **Society of Local Council Clerks: To consider paying the Clerk's annual subscription.**

RESOLVED: That the Council pays the Clerk's annual subscription to the Society of Local Council Clerks (£250.00).

- 71. WEBSITE AND IT: To consider any website or IT related matters:** Discussion ensued, Cllr Mike Thompson reported mistakes on the website which he is waiting for someone to find. Check that the changes to the colour scheme for mobile phones and website adhere to the guidelines for colours on websites.

RESOLVED: that due to the sensitive nature of the business to be discussed, the following item is dealt with as Part 2 business and, in accord with the Public Bodies (Admission to Meetings) Act 1960 and the Local Government Act 1972 the press and public are requested to leave at this point and the next section of the meeting is conducted in private. Proposed Cllr Iain Emmett, seconded Cllr Gordon Guest.

72. STAFFING MATTERS

- (i) **Staff update report: including appraisal report, recommendations for staff pay increases and other matters relating to the payroll budget:** Report have been circulated to all members prior to the meeting. Discussion included:

- (a) **Street Cleansing:** Refer to full council to decide whether the council hands the contract back to Mid Devon District Council. Clerk to write an Options report for the next Town Council meeting.
- (b) **Personnel matters:** It was felt that it would be helpful to hold a meeting of the Committee specifically to discuss staffing matters.
- (c) **Neighbourhood Plan Administrator:**

RESOLVED: That the Neighbourhood Plan Administrator's contract is extended until the end of February 2017 and then reviewed monthly.

- (d) **Staff salary increases:**

RESOLVED: That all staff members that are not currently at the top of their pay scale will progress by one spinal point from 1 April 2018. Proposed Cllr James Buczkowski, seconded Cllr Iain Emmett.

- (ii) **Overtime/additional hours: Update report:** Clerk to update the report and circulate to all members for discussion at the Personnel meeting.
- (iii) **Van log: to review:** Reviewed and noted.

73. OUTSTANDING INVOICES: To review Reviewed and noted.

74. Date and time of next meeting: To consider the date and time for the next meeting, scheduled to be held on Tuesday 19 December at 10am.

RESOLVED: That the Committee does not meet on 19 December 2017 but instead meets as follows:

Monday 8 January 2018 at 2pm: To discuss personnel matters.

Tuesday 9 January 2018 at 10am: To discuss financial matters and recommend a budget to full council.

The meeting closed at 12.25pm.

SIGNED: _____

DATE: _____

DRAFT

Level 3 Operational Delivery Officer Apprenticeship

Who is an Operational Delivery Officer?

Operational Delivery Officers have the vital job of keeping the country running. They make sure that citizens get the services and protection they need, and help people understand what is available and what they need to do to comply with the rules. Operational Delivery Officers make a difference every day to the lives of millions of people. They do hundreds of jobs in most departments and agencies in central government. They also work in local government, delivering services for towns, cities, boroughs or counties.

What Apprentices will do

A career in operational delivery is varied and involves working on the front line in different public-facing environments. They will be dealing with different types of customers and delivering a range of public services, but the skills and behaviours needed will be the same whatever they do. Additionally the qualification can be taken by those working with more internal customers.

What will the Apprenticeship involve?

- Working in a department of the Council whilst undertaking the Apprenticeship
- 20% of their working time will be spent on 'off the job training'
- They will gain experience, and grow into their role within the team they work in
- They will complete a portfolio of work and assessments along the way to prepare for their final 'End Point Assessment'

As part of the Apprenticeship, they will work towards building the following:-

Values	Knowledge
Integrity	Legislation, policies and procedures
Honesty	Customers
Objectivity	Range of Services
Impartiality	
Skills	Behaviours
Customer Service	Changing and improving
Communicating effectively	Making effective decisions
Working together	Leading and communicating
Gathering and managing information	Collaborating and partnering
Negotiating and influencing	Building capacity for all
Problem solving and decision making	Managing a quality service
Tools and equipment	Delivering at pace
Professionalism, self-management and awareness	

What 'off the job training' will they undertake?

The 'off the job training' will be made up of a mix of the following:-

- 1-2-1 visits with their Tutor Assessor
- Training days (face to face)

- Virtual sessions with their Tutor Assessor via skype, Go-to meeting or similar
- E-learning
- Independent learning
- Completing assessments
- Sessions with their work colleagues/mentor/Line Manager (away from their work environment)
- Completing specific employer training (which links fully to their qualification)

Which of these are undertaken, and in what ratios will be open for discussion, as at Learn Devon we aim to meet the needs of the Apprentice and Employer with our flexible approach to learning.

What qualifications will be undertaken as part of the Apprenticeship?

As part of the Apprenticeship the Apprentice will achieve the following qualifications:-

- Level 2 Award in Operation Delivery (Principles)
- Level 3 Certificate in Operation Delivery (Advanced)
- Functional Skills in Maths and English at Level 2 (if they don't already hold this or GCSE grade C in these subjects)

How will the Apprenticeship be assessed?

As well as completing online tests for the Award and Certificate qualification and local tests for the functional skills, at the end of the Apprenticeship the Apprentice will go through an End Point Assessment (EPA). The EPA will involve the following:-

- Preparing a Showcase Portfolio – a portfolio of evidence of work compiled during the apprenticeship, successfully demonstrating the required values, knowledge, skills and behaviours.
- Work-based project – apprentices will have to research and analyse a specific issue, situation or problem, develop solutions, and make recommendations for improvement, implementation and/or resolution.
- Presentation – apprentices will present to a panel about a typical and substantive work-based topic, which reflects occupational competence.
- Interview – that allows panel members to explore particular areas, to analyse the full range of evidence, and to confirm performance against the standard.

Duration of Apprenticeship

12-18 months, with the EPA undertaken after this.

Job Description

Position Title	Operational Delivery Apprentice (Administration)
Location	Cullompton Town Hall
Reporting to	Town Clerk
Grade	1

Job Purpose including main duties and responsibilities:

The main purpose of the job is:

To assist with the provision of clerical and administrative support to facilitate the effective and efficient operation of Cullompton Town Council

Main duties and responsibilities:

As part of the process of training and learning, under direction, you will:

Undertake clerical tasks, for example, record keeping (both manual and computerised), filing, responding to routine correspondence, photocopying, message taking, word processing, data input and retrieval, as required

Assist with the distribution of incoming mail and despatch of outgoing mail as required.

Receive telephone and personal enquiries and take appropriate action to ensure that such enquiries are properly responded to, either responding personally or redirecting to an appropriate officer.

Provide personal support to staff members as appropriate, including arranging meetings, appointments and diary maintenance and co-ordination, and to take minutes/notes of meetings and undertake appropriate follow up action

Assist in the analysis, preparation, compilation and distribution of statistical and other information, through the formulation of reports and documentation.

Assist in a range of financial or related activities, including ordering, invoice processing, maintenance of accounts, charging systems and appropriate records, assessment for and collection of income, payment of fees, provision of stationary, conduct inventories etc.

Conform to, actively commit to and promote Customer Service Standards both with internal and external customers when using any communication media including telephone, email and face to face.

Adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.

Work with information technology and associate systems in accordance with Town Council policies and to observe data protection guidelines

Co-operate with the Council in complying with relevant health and safety legislation, policies and procedures in performance of the duties of the post.

Carry out the duties and responsibilities of the post in compliance with the Town Council's Equal Opportunities policies.

Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibility of the post

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English

The above outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility entailed.

Apprentices will carry out the above duties under close supervision as part of an established training scheme.

*certain roles in the Council which are classified as 'customer facing' are required to comply with the Public Service Fluency Duty which means that the postholder must be able to fulfil all spoken aspects of the role with confidence and fluency in English.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Education and Training	Minimum GCSE English and Maths at grade C (4) or above (or equivalent)		Evidence of qualifications
Knowledge		<p>Knowledge / awareness of Local Government</p> <p>Understanding the nature of administration, customer service and / or ICT roles (ie types of tasks)</p>	Application / Interview
Skills/Abilities	<p>Effective communication skills (i.e. on the telephone, face to face and in writing Where applicable in Customer facing roles*: ability to fulfil all spoken aspects of the role with confidence and fluency in English</p> <p>Organisational ability</p> <p>Numeracy and literacy</p> <p>Able to work under own initiative</p> <p>Able to work flexibly and as part of a team</p> <p>Able to demonstrate a commitment to ongoing professional development</p>	<p>Clerical and Administrative skills</p> <p>IT skills including Microsoft Office applications</p>	Application / interview
Other relevant factors	Commitment to conform to Customer Service Standards		Application / interview
Equal Opportunities	Cullompton Town Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		

