

**Please ask for:** Matt Berry

**Extension No:** 4589

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5 November, 2018

Dear Councillor,

**CORPORATE SCRUTINY COMMITTEE  
4:00 PM ON TUESDAY 13 NOVEMBER, 2018  
ESPERANCE ROOM, CIVIC CENTRE, CANNOCK**

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



**T. McGovern,  
Managing Director**

To: Councillors:

Foley, D. (Chairman)  
Sutton, Mrs. H.M. (Vice-Chairman)

Cooper, Miss J.	Lyons, Miss O.
Davis, Mrs. M.A.	Snape, P.A.
Dudson, A.	Startin, P.D.
Dudson, Miss M.J.	Sutherland, M.
Grice, Mrs. D.	Woodhead, P.E.
Johnson, T.B.	

# **A G E N D A**

## **PART 1**

### **1. Apologies**

### **2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members**

(i) To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

(ii) To receive any Party Whip declarations.

### **3. Minutes**

To approve the Minutes of the meeting held on 26 June, 2018 (enclosed).

### **4. Scrutiny Review – Gender Pay Gap Reporting**

To consider:

- The reasons for the differences in gender pay;
- How the Council compares to other organisations;
- What actions, if any, the Council could take to narrow the gender pay gap.

Related documents enclosed (Item 4.1 – 4.42).

### **5. Quarter 2 2018/19 Corporate Priority Delivery Plan Update**

To receive the latest performance information (Item 5.1 – 5.5).

### **6. Corporate Scrutiny Committee 2018/19 Work Programme Update**

Report of the Head of Governance and Corporate Services (Item 6.1).

**CANNOCK CHASE COUNCIL**  
**MINUTES OF THE MEETING OF THE**  
**CORPORATE SCRUTINY COMMITTEE**  
**HELD ON TUESDAY 26 JUNE 2018 AT 4:00 P.M.**  
**IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK**

**PART 1**

PRESENT:  
Councillors

Foley, D. (Chairman)  
Sutton, Mrs. H.M. (Vice-Chairman)

Davis, Mrs. M.A.	Lyons, Miss O.
Dudson, A.	Startin, P.D.
Dudson, Miss M.J.	Sutherland, M.
Johnson, T.B.	Woodhead, P.E.

**1. Apologies**

Apologies for absence were submitted for Councillors Miss J. Cooper, Mrs D. Grice and P.A. Snape.

**2. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations**

No declarations of interests or party whip declarations were received.

**3. Minutes**

RESOLVED:

That the Minutes of the Customers & Corporate Scrutiny Committee held on 12 March, 2018 be approved as a correct record and signed.

**4. End of Year 2017/18 Customers & Corporate Priority Delivery Plan Performance Update**

Members considered and noted the latest performance information for the Customers & Corporate Priority Delivery Plan (PDP) 2017/18 (Item 4.1 – 4.4 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised that the actions 'Develop and implement a Customer Access Strategy' and 'Review of call handling operation between the Contact Centre and Social Alarm Service' had been deferred until 2018/19 for completion for the reasons given in the update.

## **5. Customers & Corporate Scrutiny Committee Annual Report 2017/18**

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 5.1 – 5.7 of the Official Minutes of the Council).

A Member drew attention to the Committee's request that a review be undertaken after 12 months of the Council's decision to no longer fund Christmas lights in the District as part of the Financial Recovery Process (FRP), and raised disappointment that to date no feedback about it had been received. The Head of Governance and Corporate Services replied that the request had been reported to the relevant Head of Service to consider as part of the wider FRP process review.

Members then raised specific concerns that once a matter had been referred from Scrutiny to Cabinet for consideration, no reports back were received about whether Cabinet agreed with the recommendations and whether any relevant actions had been taken to address the matters raised. In response, Members were advised that the relevant Portfolio Leader could be invited to attend meetings of the Committee to try and address Members' concerns on matters within the Committee's remit. Members were further advised that any issues covered in the Annual Report could be raised when it was submitted to Council on 25 July.

RESOLVED:

That:

- (A) The Customers & Corporate Scrutiny Committee Annual Report 2017/18 be noted, and submitted to Council on 25 July, 2018, for information.
- (B) The issue concerning the review of the withdrawal of Christmas lights funding in the District be referred directly to the appropriate Head of Service and Cabinet Portfolio Leader in order that a formal response provided to the Committee.
- (C) A standing invite be issued to the Corporate Improvement Portfolio Leader to attend future meetings of the Corporate Scrutiny Committee.

## **6. Corporate Priority Delivery Plan and Peer Review Update**

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 6.1 – 6.11 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised Members that separate from the Council's Priorities agreed as part of the Corporate Plan 2018-23, a new Corporate Priority Delivery Plan (PDP) had been produced to capture into one document a number of corporate issues which needed to be addressed over the coming years.

A new performance indicator had been included in the PDP for payments made by direct debit (DD). As this was a new indicator, a baseline figure would need to be set and it was aimed to see the number of such payments made increase

during each quarter of 2018/19. Members were then given an overview of the key actions contained within the PDP.

A Member queried why the performance targets for telephone and e-payments had not been set at a higher level for 2018/19 compared to 2017/18. The Head of Governance and Corporate Services replied that the intention was to decrease over time the number of such payments made by increasing the number of DD transactions as this was a more efficient and cost-effective method to use.

The Head of Governance then took Members through the Peer Review progress report, drawing particular attention to those actions where further work was still required.

In respect of the action on 'decision making', Members commented that training for members of all Scrutiny Committees should be mandatory to ensure that they had the appropriate knowledge and understanding to carry out their scrutiny roles. The Head of Governance and Corporate Services replied that this matter had been raised previously, and from recollection, the advice received at the time from the Monitoring Officer was that such training could not be made mandatory as the Scrutiny Committees had no regulatory / quasi-judicial powers. The matter could however be discussed with the Monitoring Officer again if the Committee so wished.

RESOLVED:

That

- (A) The Corporate Priority Delivery Plan 2018/19 be noted.
- (B) The progress made in addressing the Peer Review recommendations be noted.
- (C) Training for all members of the Scrutiny Committees be made mandatory.

## **7. Corporate Scrutiny Committee Work Programme 2018/19**

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 7.1 – 7.13 of the Official Minutes of the Council).

The Chairman outlined to Members the draft work programme for 2018/19 and sought their views on any additional items for inclusion. The following items were raised for consideration:

- Members' Access to Electronic Information;
- Employee Survey / Gender Pay Gap / Workforce Strategy;
- Review of the Council's 'back office' services;
- Corporate Communications review;

It was also requested that the Committee receive a copy of the Forward Plan to allow Members to review items planned for future meetings of Cabinet that the

Committee may wish to look at in more detail. Members were advised that the Forward Plan only covered a two-month rolling basis, but the latest version of the Plan was always available to view on the Council's website.

RESOLVED:

(A) That the following items be agreed for inclusion on the Corporate Scrutiny Committee's work programme for 2018/19:

- End of Year Outturn for the 2017-18 Customers & Corporate PDP.
- Customers & Corporate Scrutiny Committee 2017-18 Annual Report.
- Corporate PDP 2018-19 and Peer Review progress update.
- Corporate PDP 2018-19 performance updates.
- Corporate Complaints reporting.

(B) That the following be proposed as areas for review by the Committee:

- Members' Access to Electronic Information – Task & Finish Group to be comprised of the following – Councillors Mrs M.A. Davis, D. Foley, Mrs. H.M. Sutton, P.A. Snape and P.E. Woodhead;
- Corporate Communications;
- Employee Survey / Gender Pay Gap / Workforce Strategy;
- Technology Strategy and its impact upon the Council's 'back office' services.

The meeting closed at 5:10 p.m.

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CHAIRMAN



## SCRUTINY REVIEW

<b>REVIEW TITLE</b>
Gender Pay Reporting
<b>SCOPE OF THE REVIEW/TERMS OF REFERENCE</b>
<p>The review of the Gender Pay Gap will cover:</p> <ul style="list-style-type: none"> <li>(i) Understanding Gender Pay Reporting;</li> <li>(ii) The Gender Pay statement for 2016-17;</li> <li>(iii) The Council's pay and grading structure;</li> <li>(iv) The Council's job evaluation process; and</li> <li>(v) The Council's recruitment process.</li> </ul>
<b>REASON FOR SCRUTINY</b>
<p>Concerns about:</p> <ul style="list-style-type: none"> <li>• The gap between the pay of male and female employees</li> </ul>
<b>MEMBERSHIP OF THE REVIEW GROUP</b>
Members of the Corporate Scrutiny Committee
<b>KEY TASKS / REVIEW PLAN</b>
<p>To consider:</p> <ul style="list-style-type: none"> <li>• The reasons for the differences in gender pay</li> <li>• How the Council compares to other organisations</li> <li>• What actions, if any, the Council could take to narrow the gender pay gap</li> </ul>
<b>SOURCES OF EVIDENCE</b>
<ul style="list-style-type: none"> <li>• Gender pay statement for 2016-17</li> <li>• Pay &amp; grading structure</li> <li>• NJC Single Status Agreement, Craft Agreement and JNC Terms &amp; Conditions for Chief Officers</li> </ul>
<b>TIMESCALE</b>
<ul style="list-style-type: none"> <li>• A report/presentation will be given to Members at the meeting on 13 November.</li> <li>• Depending on the outcome of the review a report will be prepared for Members to consider at the meeting on 12 March 2019.</li> </ul>

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# Gender Pay Gap Report 31<sup>st</sup> March 2017

## Cannock Chase District Council

### What is the Gender Pay Gap?

The gender pay gap is defined as the difference between the mean or median hourly rate of pay that male and female colleagues receive.

The mean pay gap is the difference between average hourly earnings of men and women. The median pay gap is the difference between the midpoints in the ranges of hourly earnings of men and women. It takes all salaries in the sample, lines them up in order from lowest to highest, and picks the middle-most salary.

Cannock Chase District Council's Gender Pay Gap analysis shows an overall split of 57.87% women and 42.13 % men. Our gender pay gap analysis is based on the head count of these employees as opposed to full time equivalent numbers.

### Headline gender pay gap figures at 31<sup>st</sup> March 2017

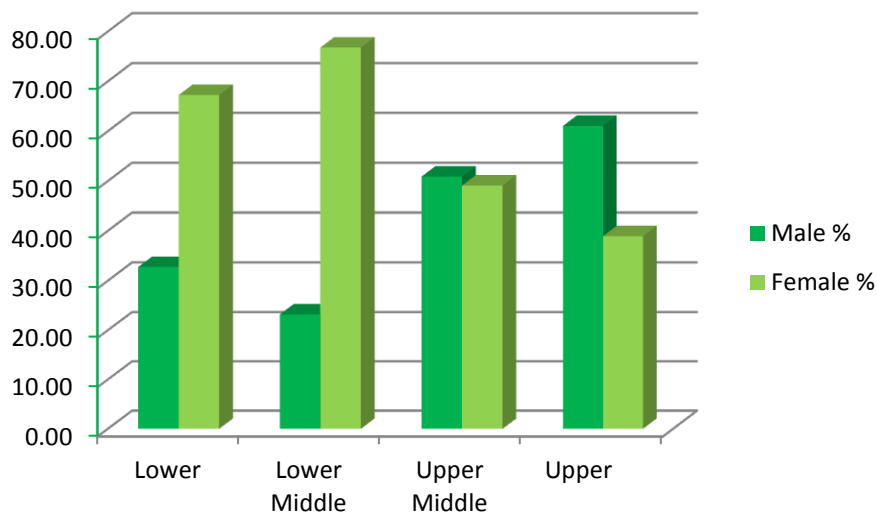
The table below sets out the Council's headline gender pay gap figures at 31<sup>st</sup> March 2017. Using this information along with other data gathered as part of the gender pay gap analysis we will demonstrate the current profile of the workforce.

<b>Mean for Male (£ per hr)</b>	<b>14.82</b>	<b>Mean for Female (£ per hr)</b>	<b>12.22</b>	<b>Mean Gender Pay Gap (% age)</b>	<b>17.54%</b>
<b>Median for Male (£ per hr)</b>	<b>14.19</b>	<b>Median for Female (£ per hr)</b>	<b>10.37</b>	<b>Median Gender Pay Gap (% age)</b>	<b>26.92%</b>

## Proportion of male and female colleagues in each pay quartile

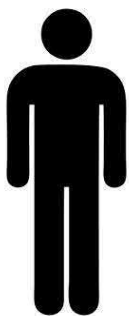
The table and charts below show the gender split for pay in each of the four quartiles.

Quartile	Total Staff	Male	Female	Male %	Female %
Lower	113	37	76	32.74	67.25
Lower Middle	112	26	86	23.21	76.78
Upper Middle	112	57	55	50.89	49.10
Upper	113	69	44	61.06	38.93

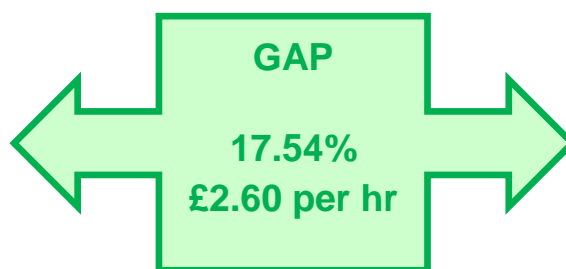


## Mean Gap at 31<sup>st</sup> March 2017

(Average hourly rate of pay and the percentage difference between them)



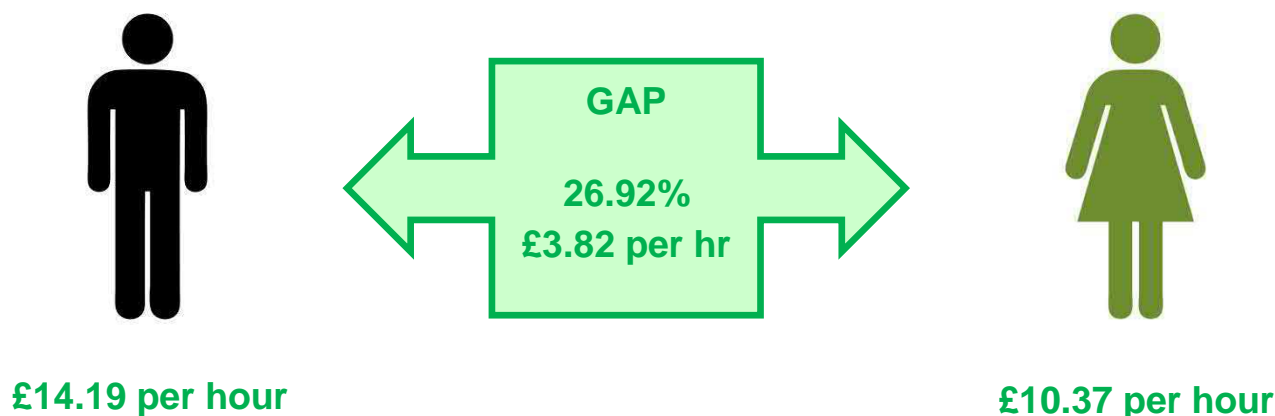
£14.82 per hour



£12.22 per hour

## Median Gap at 31<sup>st</sup> March 2017

(Middle hourly rate of pay and the percentage difference between them)



## Proportion of male and female colleagues by working pattern



**8.46%**

Percentage of men working part time hours



**52.87%**

Percentage of women working part time hours

34.22% of the total workforce work reduced hours. The diagrams above demonstrate the split between men and women in terms of their respective working patterns. Within the group of male employees just 8.46% are employed in part time roles whereas 52.87% of all women employed by the authority undertake work on reduced hours (the authority considers any working pattern under 37 hours per week to be part time).

The Council positively considers requests for flexible working across the workforce and aims to accommodate requests (through reduced hours, revised patterns of work and or home working) wherever possible in line with statutory guidance.

## Proportion of men and women receiving bonuses

Cannock Chase District Council does not operate any performance related pay or bonus scheme and as such has no bonus related gender pay gap

**Bonus Gap = 0%**

## Demographic across the organisation

As a District Council we are responsible for ensuring a wide range of services are provided to our residents. In order to do this we employ officers from a range of backgrounds with varying practical, clerical, technical and professional skills.

With this in mind we have shown below the gender split across the authority by category of role. This demonstrates that whilst the front line and support services are represented much more significantly by women; in all other areas of the organisation there is a largely balanced proportion of men and women even at senior management level.

Category	Total people in category	%age female	%age male
Senior Managers	25	40.00	60.00
Supervisory and Professional	111	45.94	54.06
Technical	112	48.20	51.80
Front Line & Support	203	70.44	29.56

## Why we have a gender pay gap

Cannock Chase Council has a mean Gender Pay Gap of 17.54%. This is below the national average of 18.1%\*. Our median Gender Pay Gap is, however slightly above the national average of 23%, sitting at 26.92%. Looking at the profile of our workforce above it is apparent that we employ a much larger proportion of women than men in our Front Line and Support roles, therefore leading to a lower median rate of pay for females than their male colleagues.

The Gender Pay Gap is affected by the make up of an employers' workforce profile (57.87% women and 42.13% men at Cannock Chase) as well as the distribution of staff across grades.

Close to 45% of all employees in the Council are employed in Front Line & Support roles. Services which fall within this profile include Cleaning and Clerical roles which are largely made up of female employees who are often attracted to the Flexible Working provisions available in the authority; this is borne out by the data on page 3 of the report which shows that over half of the Council's female employees work reduced hours.

Cannock Chase District Council is, however confident that men and women are paid equally for doing the same job. The Council uses the nationally recognised Job Evaluation Schemes for Local Government; Gauge (up to Chief Officer) and Hay (Chief Officers) to evaluate all roles within the authority and works hard to ensure our recruitment processes mean that we appoint the best candidate for every role based on skill and ability.

*\* Office of National Statistics 2016 Annual survey of Hours and Earnings*

*\* Chartered Management institute 2016 gender Pay survey*

## **How are we aiming to reduce the gap?**

As a Council we will continue to ensure that our recruitment advertising is equally accessible to all candidates and that our recruitment processes continue to be based on ensuring we find the best candidate based on skills and abilities for any and all positions we advertise.

Once we have appointed our people we are keen to support them in their roles and make every effort to positively consider requests for flexible working as well as offering opportunities for development both through on the job and external training and development.

As an employer we have made use of the Apprenticeship Levy requirements in 2017/18 by upskilling our existing employees, particularly at the team leader and supervisor levels and will continue to do so in forthcoming years. In addition we hope to encourage new talent to join our organisation as we build a strategy to bring in new Apprentices at a variety of levels within the organisation.

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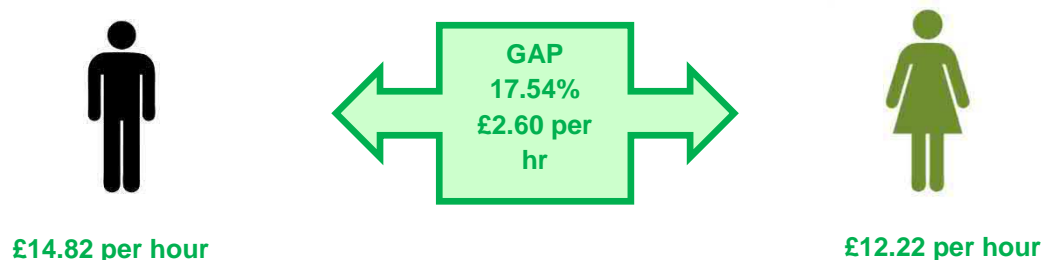
# Update on Gender Pay Gap Report at 31<sup>st</sup> March 2017 Cannock Chase District Council

In March 2018 Cannock Chase District Council reported its' first Gender Pay Gap report in line with legislative requirements. This report used a snap shot of the headcount of its' employees as at 31<sup>st</sup> March 2017 to determine a number of key headline figures aimed at providing a clearer picture of the Gender Pay Gap. A copy of the full Gender Pay Gap Report is annexed to this document.

The headline mean gender pay gap at Cannock for 2017 is as follows

## Mean Gap at 31<sup>st</sup> March 2017

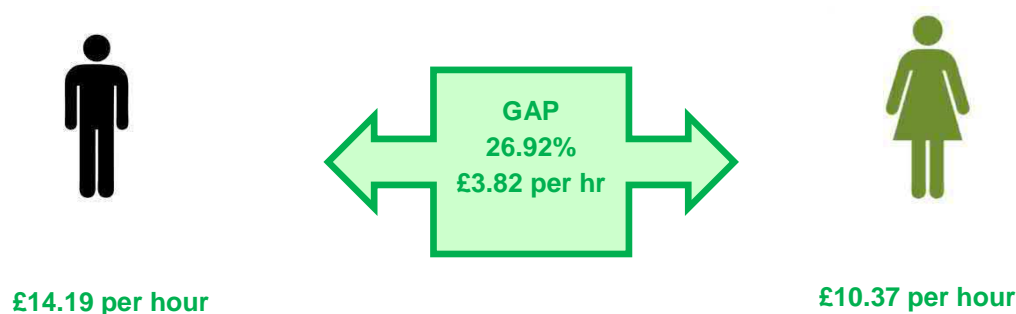
(Average hourly rates of pay per gender and the percentage difference between them)



This figure sits slightly below the mean gender pay gap figure reported by the Office of National Statistics in their survey of Hours and Earnings for 2016 which was 18.1%. Notwithstanding this it is recognised that the mean pay gap for Cannock Chase District Council is 17.54 % or £2.60 per hour.

## Median Gap at 31<sup>st</sup> March 2017

(Middle hourly rate of pay and the percentage difference between them)



The median gap sits above the median gap of 23% as reported in the Chartered Management Institute's 2016 survey on Gender Pay.

## Key issues which affect the Gender Pay Gap

As detailed in the Council's Gender Pay Gap report we are confident that all employees are paid the same for work of equal value in line with the nationally recognised job evaluation schemes; Gauge and Hay which are used to evaluate all roles within the organisation.

However, despite this there remain a number of nationally recognised factors which affect an organisations' Gender Pay Gap. Key amongst these factors are the following;

- Part-time work
- Having and caring for children
- Type of occupations within the organisation
- Representation of women in higher paid roles

### **Part Time Work**

The ONS Labour Workforce survey dated October 2016 showed that overall 41% of UK women work part time hours compared to just 12% of men.

At Cannock Chase Council the percentage of women who work part time sits higher than the national average at just under 53% with the percentage of male employees who work part time sitting at just over 8%.

It is recognised that part time employees earn less on average than their full time counterparts. Whilst there is no indication that part time employees are paid less than their full time colleagues for work of the same value; it is acknowledged that part time employees tend to work in lower paid jobs.

In light of the higher than national average figures for part time working at Cannock Chase Council this may go some way towards explaining the gap which exists within the organisation.

### **Having and caring for children**

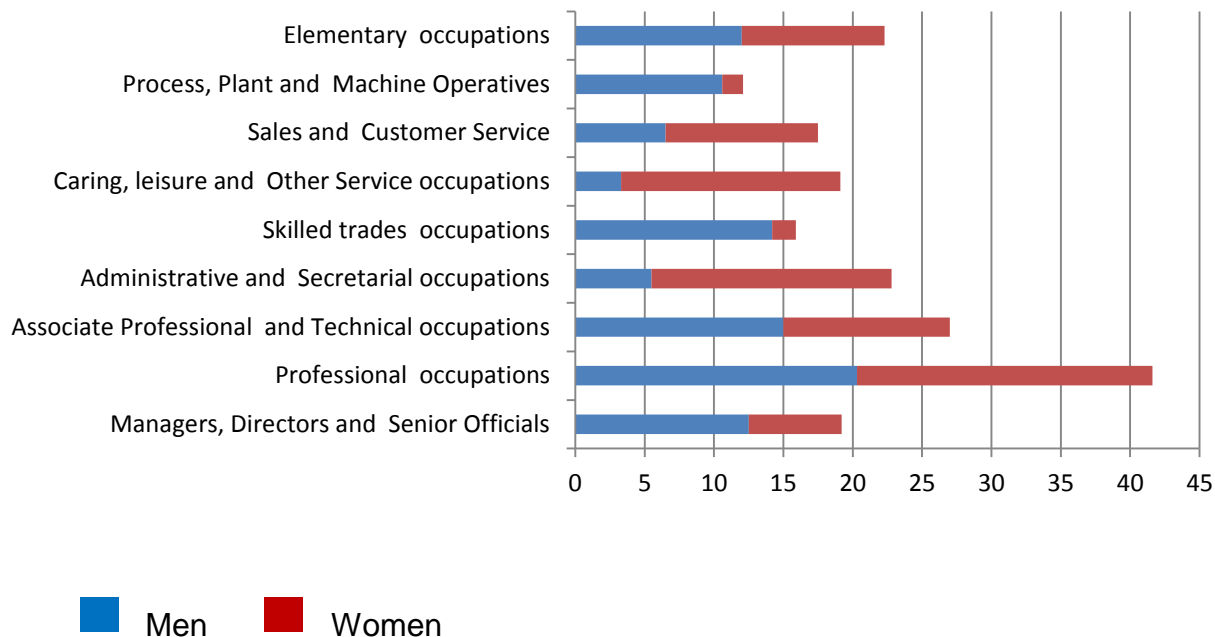
As an employer we recognise that societal norm remains that in the majority of family units one or other parent (usually the mother) needs a break from the working environment at points during their career as well as often requiring flexibility in their working patterns during the course of their employment.

As an employer we actively support applications for Flexible Working from all employees although it is recognised that the majority of such requests come from female employees.

### **Type of Occupation**

It is also recognised that the size of an organisations' Gender Pay Gap varies based on the occupations within it. The graph below demonstrates how the types of roles available nationally are represented to varying degrees by female and male colleagues.





As a local authority we provide a variety of services to residents of our district. These range from manual roles such as Street Cleansing Operatives, Grounds Maintenance Operatives and Building Cleaners, to Planning Officers, Accountants and qualified Trades People such as Plumbers and Electricians.

In reviewing these occupations against some of those in the graph above you can see that whilst professional and technical occupations tend to be more equally balanced in terms of gender; occupations such as operatives and skilled trades are largely male orientated, with administrative roles being predominantly occupied by females. The grades of these roles in combination with their respective gender splits can have a significant impact of the Gender Pay Gap figure.

At a local authority level we have been able to access a significant amount of data from our local Employers' Organisation (West Midlands Employers').

Looking at the top 5 local authorities in the West Midlands area with the lowest Gender Pay Gaps it is possible to see how the types of occupations they have within their structures (as a result of outsourcing / continued provision in house) are likely to have influenced their overall gap based on their normal "gender split" and average rates of pay.

Some of the occupations / services within Local Authorities which can have an impact on the Gender Pay Gap are as follows;

Leisure Services – Leisure Services ordinarily attract a more balanced gender split of male and female colleagues within Leisure Centre sites most of whom earn below the mean average rate of pay. Consequently the male component of this service will often drive down the mean hourly rate for male employees and subsequently reduce the Gender Pay Gap. At the point which the Council outsourced its' Leisure Service in March 2012, 44% of those working in the lowest paid roles of Cleaner, Recreation Assistant, Fitness Instructor etc within this service were male.

Refuse Services – These are traditionally largely male occupied roles which are paid towards the lower rate of pay within an organisation. Consequently similarly to Leisure Services above this means that the mean rate of pay for male employees can be reduced when this occupation is

present within an organisation. Cannock Chase Council outsourced its' refuse and cleansing provision on 1<sup>st</sup> April 2016.

Cleaning – These are traditionally largely female occupied roles and as with Refuse Services are paid towards the lower rate of pay within an organisation. Consequently this can work to reduce the mean average rate of pay for female employees within an organisation. Cannock Chase Council has an in house provision for cleaning and at the date of this Gender Pay Gap analysis employed 1 male and 13 female Cleaners.

Housing Maintenance – As can be seen in the graph above skilled trades are significantly under represented by women in the workplace; yet are remunerated at a higher level within the organisations' pay scale due to the skilled nature of their duties. Cannock Chase Council employed 37 skilled trades' people at the 31<sup>st</sup> March 2017. All of these employees were male.

### **Representation of women in senior posts**

In addition to the types of occupation available within organisations it is clear that the representation of women in professional specialisms and management positions can have a significant impact on the Gender Pay Gap.

Cannock Chase Council has a representation of 60% men to 40% women in its' upper quartile of employees (the highest paid 113 employees in the organisation). In light of the fact that we have an overall gender split across the organisation of 58% men and 42% women this does not seem particularly imbalanced at a senior level.

However, in looking at the information available from other authorities across the West Midlands area we can see that in some cases the upper quartile of employees in these organisations is represented by up to 75 % women.

This increase at the higher end of the pay scale can lead to a significant reduction in the Gender Pay Gap. For example if Cannock Chase Council were to replace 1 male Chief Officer with 1 female Chief Officer next time a role were advertised our mean Gender Pay Gap would immediately reduce by over 2.6%

### **How can we work to address the gap?**

Despite the influence of the factors above in an organisation's pay gap Cannock Chase Council is committed to reducing this gap. Whilst the nature of Local Government services means that the occupations within a structure are rarely subject to change, we can actively seek to reduce the gap by encouraging existing employees to develop as well as seeking to encourage a broader applicant base to roles we are recruiting to.

As an employer we have made use of the Government's Apprenticeship Levy requirements in 2017/18 by upskilling our existing employees, particularly at the team leader and supervisor levels and will continue to do so in forthcoming years. This should place both our female and male employees in the best position to develop the skills needed to apply to and be successful in gaining appointments to more senior roles within the organisation in the future.

Based on our current staffing levels we will pay an estimated £40,000 plus per annum in Apprenticeship Levy funding each year going forwards. This is a significant sum of money which will help the organisation to address the gap.

As a Council we ensure that our recruitment advertising is equally accessible to all candidates and that our recruitment processes continue to be based on ensuring we find the best candidate based on skills and abilities for any and all positions we advertise.

Whilst it is unlawful to appoint a candidate based entirely on a protected characteristic (such as gender) we can as an employer seek to expand our applicant base to offer our opportunities to a much larger pool of candidates.

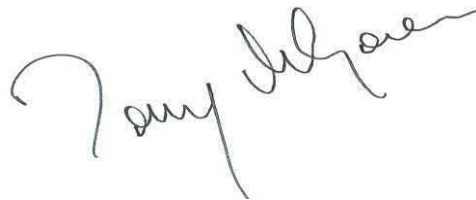
The Council is planning to develop a Workforce Development Strategy to ensure that we have the key skills available within the organisation in the future in order to deliver our services to the best of our ability. Within this strategy we can look to review the way in which the Council recruits, retains and develops its' staff and give consideration to how we can reduce the Gender Pay Gap.

In conclusion we acknowledge that because of the occupations within our workforce we are unlikely to achieve a zero gap however we continue to be fully committed to reducing the gap wherever possible using the means available to us as a best practice employer.



Signed

Cllr G. Adamson, Leader of the Council



Signed

Tony McGovern, Managing Director

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# PAYSCALE - April 2018



	Scp.	Salary as at 1st April 2018	£ per Hr.
<b>Grade A</b>	6	16881.30	8.7500
	7	16881.30	8.7500
	8	16881.30	8.7500
↑ <b>Grade B</b> ↓	9	16881.30	8.7500
	10	16881.30	8.7500
	11	17007.00	8.8200
	12	17173.00	8.9000
↑ <b>Grade C</b> ↓	13	17391.00	9.0100
	14	17681.00	9.1600
	15	17972.00	9.3200
↑ <b>Grade D</b> ↓	16	18319.00	9.5000
	17	18672.00	9.6800
	18	18870.00	9.7800
↑ <b>Grade E</b> ↓	19	19446.00	10.0800
	20	19819.00	10.2700
	21	20541.00	10.6500
↑ <b>Grade F</b> ↓	22	21074.00	10.9200
	23	21693.00	11.2400
	24	22401.00	11.6100
↑ <b>Grade G</b> ↓	25	23111.00	11.9800
	26	23866.00	12.3700
	27	24657.00	12.7800
↑ <b>Grade H</b> ↓	28	25463.00	13.2000
	29	26470.00	13.7200
	30	27358.00	14.1800
↑ <b>Grade I</b> ↓	31	28221.00	14.6300
	32	29055.00	15.0600
	33	29909.00	15.5000
↑ <b>Grade J</b> ↓	34	30756.00	15.9400
	35	31401.00	16.2800
	36	32233.00	16.7100
↑ <b>Grade K</b> ↓	37	33136.00	17.1800
	38	34106.00	17.6800
	39	35229.00	18.2600
↑ <b>Grade L</b> ↓	40	36153.00	18.7400
	41	37107.00	19.2300
	42	38052.00	19.7200
↑ <b>Grade M</b> ↓	43	39002.00	20.2200
	44	39961.00	20.7100
	45	40858.00	21.1800
↑ <b>Grade N</b> ↓	46	41846.00	21.6900
	47	42806.00	22.1900
	48	43757.00	22.6800
↑ <b>Grade O</b> ↓	49	44697.00	23.1700

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**CANNOCK CHASE COUNCIL****SINGLE STATUS AND JOB EVALUATION****AMENDMENT TO CONDITIONS OF SERVICE****NJC GREEN BOOK EMPLOYEES**

All changes listed below commence with effect from 1<sup>st</sup> April 2005.

**Pay and Grading**

The new pay and grading structure is as follows:-

<b>Grade</b>	<b>Spinal Column Point Range</b>	<b>Points From</b>	<b>Points To</b>
<b>A</b>	<b>4 – 5</b>	<b>0</b>	<b>269</b>
<b>B</b>	<b>9 – 13</b>	<b>270</b>	<b>334</b>
<b>C</b>	<b>13 – 17</b>	<b>335</b>	<b>379</b>
<b>D</b>	<b>17 – 21</b>	<b>380</b>	<b>399</b>
<b>E</b>	<b>21 – 25</b>	<b>400</b>	<b>419</b>
<b>F</b>	<b>24 – 28</b>	<b>420</b>	<b>442</b>
<b>G</b>	<b>27 – 31</b>	<b>443</b>	<b>465</b>
<b>H</b>	<b>32 – 36</b>	<b>466</b>	<b>520</b>
<b>I</b>	<b>37 – 41</b>	<b>521</b>	<b>580</b>
<b>J</b>	<b>40 – 44</b>	<b>581</b>	<b>650</b>
<b>K</b>	<b>45 - 49</b>	<b>651</b>	<b>1000</b>

With effect from 1<sup>st</sup> April: -

- ↪ All bonus schemes will cease.
- ↪ All existing market supplements cease and any new market supplements applied in the future would be in accordance with a set of established guidelines by Directors management Team.
- ↪ Increments will now be subject to a formal sign off by the relevant Head of Service, indicating satisfactory performance.
- ↪ All casual work will be paid at the minimum point of the grade for the job

**Extra Statutory & Discretionary Days**

The Council will open on the two extra statutory days (May Bank Holiday Tuesday and August Bank Holiday Tuesday), and the two discretionary days at Christmas.

These will no longer be additional days leave for employees. However, the fixed discretionary day at Christmas will remain.

However, for employees in post on 1<sup>st</sup> April 2005, these four days (pro rata for part time employees) will be added to annual leave and protected until 31<sup>st</sup> March 2008, when the

situation will be reviewed. Should an employee change post during this time, protection will not apply to the new post.

### **Annual Leave**

Annual leave entitlement will be: -

Grade A to F – 20 Days

Grade G to K – 25 Days

In addition, an additional five days annual leave will be given for five year continuous local government service.

However, for employees in post on 1<sup>st</sup> April 2005, their previous entitlements will be protected until 31<sup>st</sup> March 2008, when the situation will be reviewed. Should an employee change post during this time, protection will not apply to the new post.

There will also be an option for employees to “buy” a further five days annual leave based on a calculation of salary divided by 365 multiplied by 7, (pro rata for part time employees).

Annual leave or flexi leave will need to be booked for days worked on Election duty.

The current flexi time trial period will be formally introduced, subject to revised rules being agreed with Directors Management Team.

### **Travel Allowances**

From 1<sup>st</sup> April 2005, essential car user allowance will be determined by either the Directors Management Team, or where a Head of Service estimates that an employee will have annual mileage of more than 2000 miles.

If an employee is already designated as a n essential user but does not fit the criteria above, then the employee’s status will change to “casual user”. If a Head of Service estimates the mileage to be above 2000 miles but this does not occur, the employee will revert back to casual user allowance for the following year.

From 1<sup>st</sup> April 2005, essential user lump sum, and casual and essential user mileage rates will be at the minimum amounts as set by the NJC Agreement.

### **Other Allowances**

#### **Telephone Allowances**

Telephone allowances no longer apply.

#### **Professional Fees**



Professional fees will be paid where the Head of Service has determined that it is an essential requirement for the post holder to be professionally qualified, and this has been included in the job evaluation.

### **Working Arrangements**

#### **Additional Hours**

Overtime is defined as being hours worked beyond the 37 hour working week. Part time employees who work additional hours up to 37 hours will be paid at plain time for those hours.

All employees graded A – F, who work beyond 37 hours will be paid at the following rates: -

- 1) For work undertaken between 8.00 a.m. and 8.00 p.m. Monday to Sunday inclusive, plain time will be paid.
- 2) For work between 8.00 p.m. and 8.00 a.m. Monday to Sunday inclusive, the rate will be time and a half.

If time off in lieu is taken as an alternative to overtime, compensatory time will be at the multiplier stated above

For employees in Grade G or above, payment or compensatory time will be at the plain rate, regardless of when hours are worked.

The employee and manager must agree the option that is to be used before the work is undertaken.

#### **Saturday and Sunday Working/Night Work/Shift Working**

The first 37 hours of work will always be at plain time without enhancements.

Saturday & Sunday Working / Night Work / Shift Working allowances will no longer be paid.

#### **Standby Duty**

There will be a flat rate daily standby payment across the Council of £16.26 per day (as at 1<sup>st</sup> April 2008). The daily standby payment will be inflated in accordance with the pay award each year.

If called out, an additional payment equivalent to the hourly rate for the job will be paid for each hour worked. Employees graded above the rate for the job but participating in the standby scheme will be paid the maximum point in the grade for the work undertaken. Employees paid below the rate for the job but participating in the scheme will be paid the minimum point in the grade.

Payment will only be made for actual hours worked, subject to a minimum callout payment of one hour. If an employee is called out but is not in receipt of a daily standby payment (£16.26 per day as at 1<sup>st</sup> April 2008), then a minimum callout payment of two hours will be made.

**Notice Periods**

Notice given by an employee to terminate employment will be as follows:-

- ↻ Employees grade A to G – not less than one calendar month
- ↻ Employees graded H to K – not less than three calendar months

**Assimilation into the new structure and pay protection**

The following assimilation rules will apply:-

- 1) The Job Evaluation score will determine the correct band for a particular post but it will not determine an employee's position within a band
- 2) Employees will be assimilated to the new pay structure on the basis of earnings (see definition overleaf) as at the 1<sup>st</sup> April 2005, and to the nearest salary point within the new pay grade. This could include assimilation upwards as well as downwards
- 3) Employees with earnings below the newly designated salary grade will be assimilated to the bottom point of the new grade with effect from 1<sup>st</sup> April 2005. The next increment would be paid on 1<sup>st</sup> April 2006, subject to satisfactory performance.
- 4) Employees whose current earnings are above their newly designated salary grade will be salary protected up to 31<sup>st</sup> March 2008 providing they remain within that post. During this time the protection will be on the basis of "frozen" earnings, i.e. not including any future increment or future pay award after those due on 1<sup>st</sup> April 2005.
- 5) No protection will be considered:-
  - a) In relation to headroom issues (i.e. with the loss of potential incremental progression)
  - b) For employees appointed after 1<sup>st</sup> September 2004 who have a "no protection" clause included in their contract of employment
  - c) For employees re-graded after 1<sup>st</sup> March 2004. This does not apply to general departmental restructure where all posts will be protected
- 6) Employees whose current earnings are within the new grade, will be assimilated to the nearest salary point within the new grade. The first incremental progression will be 1<sup>st</sup> April 2006, subject to satisfactory performance.
- 7) The terms of protection may be reviewed by either the council or the Trade Unions at three months notice.

**Definition of Earnings for Assimilation Purposes**

Assimilation on the basis of "earnings" will only include: -

- ↻ An employees basic pay as at the 1<sup>st</sup> April 2005
- ↻ Any contractual overtime
- ↻ Contractual bonus payments
- ↻ Contractual wash and grease payments (Refuse)
- ↻ Contractual pull out payments (Refuse)
- ↻ Consolidated market supplements



**CANNOCK CHASE COUNCIL**

**CRAFT AND ASSOCIATED EMPLOYEES**

**LOCAL AGREEMENT ON**

**CONDITIONS OF SERVICE**

April 2018 (updated pay scales)

## **BACKGROUND**

The Council committed to review of pay and grading for craft and associated personnel 3 years ago to achieve a fair and non-discriminatory grading structure for all employees. The intention from the outset has been to place craft and associated personnel onto a salary structure, which will replace the current bonus scheme arrangements.

To this end discussions have taken place between the Council and UCATT on pay and grading with the following objectives in mind:

- Develop a fair and transparent grading structure for craft and associated personnel.
- Support the development, recruitment and retention of skilled employees.
- Be affordable so as to secure the long-term future for the in-house team by consolidating and developing multi-tasking arrangements - thereby enhancing service delivery to customers.
- Develop a structure within the remit of the Red Book collective agreement.
- Harmonise terms and conditions comparative to other groups of local government and Public Housing Sector workers.

## **A JOINT APPROACH**

The Council has developed this agreement in collaboration with employees and their representatives. In particular a joint management/trade union working party was established to develop a salary scheme and associated terms and conditions and development for craft employees.

The agreement has been subject to consultation with employees on both an individual and collective basis and following a ballot a majority were in favour of its implementation.

The agreement which has arisen from this process will form a supplement to the National Agreement on Pay and Conditions of Service for Craft and Associated Employees (known as the "Red Book").

## **THE PAY AND GRADING STRUCTURE**

Details of the pay and grading structure are set out below:

### **Salary**

The rates below are based on 2018 rates.

Multitasked Operative	£24657.00 - £28221.00
Senior Multitasked Operative	£29055.00 - £32233.00
Support Staff	£18127.00 - £20541.00
Senior Support Staff	£22401.00 - £25463.00
Apprentice level 1	£16881.30 - £16881.30
Apprentice level 2	£16881.30 - £18127.00

Within the bands described above there will be a number of incremental points and at 1<sup>st</sup> April every year an employee will progress through these incremental points until they reach the top of the range, subject to satisfactory performance. See appendix 1. Rates of basic pay will increase annually in line with the annual pay award.

### **Standby and call out**

In accordance with the provisions set out in the National Agreement on Pay and Conditions of Service for Craft and Associated Employees (Red Book) the local agreement on standby and call out arrangements is set out below:

The rate of pay for Standby will be £154.25 per week and this rate will apply regardless of whether a bank holiday falls into a particular week. This rate is based upon 28.5% of the plumber's weekly rate of pay (Scp 31) (This is based on 201/ rates). Since this rate is based upon a salary the rate will increase yearly in line with the annual pay award.

The minimum call out will be for 2 hours and the hours claimable, depending on the day of the week on which the call out occurs, will also be based on the plumbers rate of pay per hour (currently £14.63 per hour).

Appendix 2 describes the standby scheme in more detail with examples.

### **Overtime**

Overtime arrangements will be as set out in the Red Book – with the prior agreement of the Housing Maintenance Manager.

## Sickness

Sickness entitlements will remain unchanged from those detailed in the red book. See table below:

During 1 <sup>st</sup> year of service	1 month full pay and (after completing 4 months service) 2 months half pay
During 2 <sup>nd</sup> year of service	2 months full pay and 2 months half pay
During 3 <sup>rd</sup> year of service	4 months full pay and 4 months half pay
During 4 <sup>th</sup> and 5 <sup>th</sup> year of service	5 months full pay and 5 months half pay
After 5 years service	6 months full pay and 6 months half pay

However it should be noted that sick pay **would** be based on the proposed revised salaries.

For example under previous terms and conditions a person on a basic **rate of £15329 per year received** sick pay on that basic rate plus 50% of bonus – so effectively **lost** money when off sick. Since under the revised scheme the base salary will be much higher, any time off sick will be payable at that revised base salary so overall, a person off long term sick will be better off.

## Provision of Tools

Previously employees were required to purchase their own tools for use at work. This represented a disparity when compared to other employees in the Council who have their work equipment provided for them. In order to redress this situation the Council will purchase tools on employee's behalf up to a specified value per year for all trades except for Senior Multitask Operatives for whom the value will be enhanced. The higher rate for Senior Multitask Operatives will recognise that they may require additional tools in order to undertake a wider range of tasks. This will be an annual budget allocation and will not be carried forward year on year. The values will be set and kept in line with those as specified within the Red Book – values will increase in line with the nationally agreed rates. All tools purchased in this way will remain the property of the Council.

Where an employee requests a particular item of a specific quality the Council will undertake to provide this equipment from within the budget allocated. Where an operative requests tools exceeding the value allocated any additional purchases will be made from the "employee's own pocket". Further guidance on the operation of the tool provision scheme is found in appendix 3.

**Holiday Entitlements**

Annual leave entitlement will be in accordance with the red book. See table below;

Service	Basic	Additional	Total
Up to 5 years service	21 days	4 days	25 days
After 5 years service	26 days	4 days	30 days

The Council is open on the two extra statutory days (May Bank Holiday Tuesday and August Bank Holiday Tuesday), and the two discretionary days at Christmas. These 4 days will be incorporated into leave entitlements for craft and associated employees as shown in the table above. In addition the Council is closed on the fixed day at Christmas and employees will be entitled to this day off or time off in lieu if required to work on this day.

Where an employee voluntarily applies for a job under 'green book' terms and conditions it should be noted that annual leave provisions will be as per the Councils single status agreement.

**Travelling/Car Allowances**

Generally fleet vehicles will be made available for teams of employees. However they may on occasions be requested use their own vehicles by a line manager.

Employees using their own vehicle on an occasional basis will be recompensed under the Councils car user allowance scheme as a 'casual' user.

Employees requested to use their own vehicle for extended mileage as detailed below will be recompensed under the Councils car user allowance scheme as an 'essential' user

Essential car user allowance will be determined by either the Directors Management Team or, where a Head of Service estimates that an employee will have annual mileage of more than 2,000 miles in accordance with the Corporate Essential Car Mileage Policy

If an employee is designated as an essential user but does not fit the criteria above, then the employee's status will change to 'casual user' with effect from the following April. If a Head of Service estimates the mileage to be above 2,000 miles but this does not occur, the employee will revert back to casual user allowance for the following year.

Essential user lump sum, and casual and essential user mileage rates will be at the minimum amounts as updated each year.

Employees who use their own vehicle for work are required to have a valid insurance certificate, which states that they have insurance for work purposes.

### **Notice Periods**

All craft and associated employees will be required to give a period of one month's notice of termination of employment in accordance with the red book.

### **Transfer into the Proposed Salary Structure and Pay Protection Arrangements**

The following transition arrangements will be put in place as it is recognised that this agreement will result in significant reductions in pay for a number of employees employed in Building Trades.

- With effect from the date of implementation all existing bonus payments will cease and be replaced by a salary.
- In moving to the proposed salary bands employees will be transferred to the revised salary structure on the basis of earnings (including basic pay and bonus) assessed over the period February 2007 to January 2008. They will be transferred to the nearest salary point within the revised grade.
- Employees with earnings below the revised salary grade will be transferred to the bottom point of the revised grade with effect from 1<sup>st</sup> September 2009. The next increment will be paid on 1<sup>st</sup> April 2010, subject to satisfactory performance.
- Employees whose current earnings are above their revised salary grade will be subject to graduated annual reductions in pay over a maximum of 3 years from the date of implementation of this agreement or until their pay is fully assimilated into the revised salary grade. These arrangements will automatically terminate if the employee voluntarily changes post in which case they will be paid the rate for the new job.
- Graduated pay reductions will apply from the date of implementation of this agreement with the first reduction applicable at the beginning of the agreement. Employees whose pay will reduce by £6,000 or less will have their pay reduced by £2000 per annum until full assimilation into the revised salary scale is achieved. For those whose loss of pay, by virtue of this agreement, will be greater than £6000 pay, will be reduced by one third of the difference or £3000 per annum – whichever is the least – until full assimilation into the revised salary scale is achieved.



- Although the graduated pay reduction will be for a maximum period of 3 years, if the rate of pay for the post overtakes the level of the employee's former rate of pay the employee will transfer to the substantive rate for the post.
- Any employees appointed after the date of implementation will have the revised salary bands applied to them.
- In situations where a person has to be moved to an alternative post on health grounds any graduated pay reductions will cease.
- In situations where a restructure of the department is contemplated and a person is required to transfer to another post the graduated pay reduction arrangements described in this document will continue, unless the new post is subject to a higher rate of pay.
- Once the current graduated pay reduction arrangements have expired and a restructure occurs where a person is required to move to a lower graded post, pay protection will also apply for a period of 3 years.

### **Implementation**

The revised pay and grading structure and the amended terms and conditions will be implemented with effect from 1<sup>st</sup> September 2009.

## **TRAINING AND DEVELOPMENT**

### **Multitasked Operative**

The job descriptions for the Multitasked Operatives have been prepared based on current working practices and roles.

### **Senior Multitasked Operatives**

The job description for the Senior Multitasked Operative role has been prepared to reflect a more demanding level of skill and experience in a number of trade areas and the achievement of an NVQ level 3 (or equivalent) in a core trade. In addition this role will take responsibility for the development and mentoring of apprentices and trainees and would include opportunities for office based project work.

### **Implementation of New Job Descriptions**

A local working party (made up of the local UCATT representatives and the Housing Maintenance Manager) have discussed which craft employees currently have an NVQ level 3 or equivalent qualification in order to determine which employee will be eligible to be allocated to the new role of Senior

Multitasked Operative at the date of implementation of the revised salary structure.

Where a craft employee disagrees with that assessment they will be able to appeal to the working party to have that decision reviewed.

### **Development Opportunities**

One of the stated objectives of the pay and grading working group has been to support the development, recruitment and retention of skilled employees in order to develop the housing maintenance service in the longer term.

In view of this all craft employees will have the opportunity to undertake training and development activities towards the achievement of the NVQ level 3 and thus access the role of Senior Multitasked Operative. However, initial priority for training towards NVQ level 3 will be given to those Multitasked Operatives who will experience the greatest reduction in salary arising from the implementation of this agreement

A local panel (made up of the local UCATT representatives and the Housing Maintenance Manager) will oversee the training and development and assessment of employees wishing to complete the NVQ.

Multitasked Operatives whose revised salary will be significantly lower than the rate prior to the implementation of the agreement will be prioritised for training opportunities to become Senior Multitasked Operatives.

### **PERFORMANCE MONITORING**

The performance of craft personnel will be monitored and managed in accordance with the process described in appendix 4. The performance management proposals discussed in this document will be reviewed in August 2010 - at the request of either the management side or trade union side and with the assistance of ACAS if required.

### **APPEALS**

Any employee who is dissatisfied with the grading of their post may make an appeal against the grading of that post. All appeals will be considered and determined following implementation of the revised salary structure. The appeals procedure is found in appendix 5.

### **FURTHER INFORMATION**

For further information concerning this Agreement please contact either your UCATT representative, the Housing Maintenance Manager or Organisational Development.

I agree to the implementation of this collective agreement for all employees covered by the National Agreement on Pay and Conditions of Service for Craft and Associated Workers (the "Red Book") with effect from 1<sup>st</sup> September 2009.

.....  
Declan Hoare  
Director of Service Improvement

.....  
Andy Thurstance  
UCATT

Date:.....  
Date:.....

## Appendix 1

## Pay Scale April 2018 – Craft and Associated Personnel

	<b>Point</b>	<b>Annual Value</b>	<b>Hourly Rate</b>
Apprentice Level 1	1	16881.30	8.7500
(Grade B) SCP 9-13	2	16881.30	8.7500
	3	16881.30	8.7500
	4	16881.30	8.7500
	5	16881.30	8.7500
Apprentice Level 2	1	16881.30	8.7500
(Grade C) SCP 13-17	2	17117.00	8.8700
	3	17413.00	9.0300
	4	17767.00	9.2100
	5	18127.00	9.4000
Support Staff	1	18127.00	9.4000
(E.g. General Trade Operative)	2	18431.00	9.5500
	3	19121.00	9.9100
	4	19819.00	10.2700
	5	20541.00	10.6500
Senior Support Staff	1	22401.00	11.6100
(E.g. Mechanics, river/Drains)	2	23111.00	11.9800
	3	23866.00	12.3700
	4	24657.00	12.7800
	5	25463.00	13.2000
Multitasked Operative	1	24657.00	12.7800
	2	25463.00	13.200
	3	26470.00	13.7200
	4	27358.00	14.1800
	5	28221.00	14.6300
Senior Multitasked Operative	1	29055.00	15.0600
	2	29909.00	15.5000
	3	30756.00	15.9400
	4	31401.00	16.2800
	5	32233.00	16.7100

### **Standby and Call Out Scheme – Examples**

The appendix below describes how the standby and call out arrangements will work.

The rate of pay for Standby will be £154.25 per week. This is based upon 28.5% of the plumber's weekly rate of pay and is the rate applicable regardless of whether a bank holiday falls into a week. Since this rate is based upon a salary the rate will increase yearly in line with the annual pay award.

The minimum call out will be for 2 hours and the hours claimable, depending on the day of the week on which the call out occurs, will also be based on the plumbers rate of pay per hour (currently £14.63 per hour) at the appropriate overtime multiplier as specified in the JNC for Local Authority Craft and Associated Employees National Agreement on Pay and conditions of Service (Red Book). See examples below:

Employees on standby over a bank holiday will continue to get a day off in lieu. (For all other employees the arrangements for bank holidays will be as described in the Red Book terms and conditions. For employees not on standby time off in lieu would only be granted where a person has had to work on the bank holiday).

#### **Example 1**

Called out at 6pm and job takes 1 hour to do – to 7.00pm. Then a further call out is received at 7.05 pm which takes 1 hour and 25 mins to complete – to 8.30pm. The payment is as follows:

- For the 6pm call out = 2 hours minimum call out payment to 8.00pm (2 hours at  $1.5 \times £14.63$ ) = £43.89
- The 7.05 call out falls within the 2 hours minimum call out period from the first - so overtime is only incurred for the period from 8.00pm to 8.30pm (0.5 hours at  $1.5 \times £14.63$ ) = £10.97

**Total Payment = £54.86**

#### **Example 2**

Called out at 6.00pm and job takes 1 hour to do – to 7.00pm. Then a further call out at 7.30 which takes 1.5 hours to complete – to 9.00pm. the payment is as follows:

- For the 6pm call out = 2 hours minimum call out payment to 8.00pm (2 hours at  $1.5 \times £14.63$ ) = £43.89

- The 7.30 call out falls within the 2 hours minimum call out period from the first - so overtime is only incurred for the period from 8.00pm to 9.00pm (1 hour at 1.5 x £14.63) = £21.94

**Total Payment = £64.83**

### **Example 3**

Called out at 6.00pm to job which takes 1 hour to complete to 7.00pm. Then a further call out at 8.15 which takes 3 hours to complete – to 11.15pm. The payment is as follows:

- For the 6pm call out = 2 hours minimum call out payment to 8.00pm (2 hours at 1.5 x £14.63) = £43.89
- The 8.15 call out falls outside the 2 hours minimum call out period from the first - so qualifies for an additional minimum call out of 2 hours – to 10.15pm (2 hours at 1.5 x £14.63) = £43.89. However since the job actually lasts beyond the two hour minimum call out period overtime is also payable from 10.15 – 11.15 when the job finished (1 hour @ 1.5 x £14.63) = £21.94

**Total Payment = £109.72**

### **Example 4 – Call out on Bank Holiday (within normal working hours)**

Called out at 3.00pm on a bank holiday and job takes 1 hour to do – to 4.00pm. In this example the call out falls within 'normal working hours'. Employees receive their normal day's pay for the bank holiday but in addition receive the following as per the red book:

- For the 3.00pm call out = 2 hours minimum call out payment to 5.00pm (2 hours at plain time x £14.63) = £29.26

**Total Payment = £29.26**

**Time off in Lieu with pay = ½ day**

### **Example 5 – Call out on Bank Holiday (outside normal working hours)**

Called out at 7.00pm on a bank holiday and job takes 1 hour to do – to 8.00pm. In this example the call out falls outside 'normal working hours'. :

- For the 7.00pm call out = 2 hours minimum call out payment to 8.00pm (2 hours at double time x £14.63) = £58.52

**Total Payment = £58.52**

**Appendix 3**

**Provision of Tools (Craft Personnel)**

1. Tools will be supplied solely for the use of employees up to a limited amount per year.
2. The provision will include for the purchase of hand tools, small power tools, battery operated tools and small plant items.
3. The supply of tools will take place through the Housing Maintenance Stores function.
4. Employees will be allowed an amount each year for the purchase of tools relevant to their trade or multi-tasked skill set.
5. As tools are purchased their purchase price will be deducted from the individual employee tool provision budget.
6. Employees will be allowed to specify the make and model of the tools they require unless deemed uneconomical to procure.
7. Tool provision budgets must be spent within the twelve month period allocated, between the start of April to the end of March each year.
8. The craft employee tool and plant purchase scheme will continue to operate alongside the above for craft employees wishing to purchase larger power tools and plant.
9. All tools and plant must be made available for work place health and safety inspections upon request.
10. Power tools must be 110v, battery operated or used in conjunction with a RCD electrical safety lead.
11. Power tools must be made available to undergo a portable appliance test on an annual basis.
12. Consumable items such as paint brushes and drill bits will continue to be provided by the Council.
13. Specialist tools and plant such as electrical and gas test equipment will continue to be provided by the Council.
14. Larger items of tools and plant, such as heavy duty percussion breakers, cement mixers and wheel barrows etc. will continue to be provided by the Council.

15. Work at height equipment such as working platforms and ladders will continue to be provided by the Council.

16. The following tool provision values will apply:

Senior Multitasked Operatives	590.77
Multi Tasked Plumbers	409.84
Multi Tasked Electricians	384.81
Multi Tasked Carpenters	356.13
Multi Tasked Plasterers / Bricklayers & Support Ops	180.93
Multi Tasked Painters/Decorators	180.93



**Appendix 4**

**PERFORMANCE MANAGEMENT PROCEDURE (Craft Personnel)**

1. Line managers/team leaders will use the performance management framework set out below to review and manage the performance of employees within their teams.
2. All Craft employees will be monitored on a bi-monthly basis by their team leader and required to attend a quarterly review meeting at which each of the four elements will be discussed along with any other issues the employee has faced since their last review.
3. The following four elements will be reviewed
  - Tenant satisfaction
  - Jobs
  - Appointments
  - Number of failures
4. Details of the review measures will be as follows:
  - a) Tenant satisfaction;
    - number of compliments received
    - number of complaints received
  - b) Jobs
    - number of jobs undertaken per employee
    - number of jobs completed on time
    - number of outstanding jobs
  - c) Number of jobs against other similar employees
    - Number of appointments undertaken per employee
    - Percentage of appointments kept
  - d) Number of Failures
    - Post inspection failures
      - Returns to rectify
5. Review meetings will be used in a positive manner to improve employees and team leaders efficiency and effectiveness to increase the Housing Maintenance Section's business position and customer satisfaction levels.
6. Issues raised during the regular review meeting will be dealt with at that time and agreed outcome reached, not left until the next review meeting

for further discussion.

7. Issues raised between review meetings should be dealt with immediately and notes made to be included in the next review meeting
8. Each employee's performance will be measured and compared with other employees within a similar role in the Housing Maintenance Section by both the team leader and employee.
9. General issues arising as part of the performance management review will initially be treated as a personal development issue and will be incorporated into the employee's personal development review or plan.
10. If, after an agreed development period, no significant change has occurred the Council's capability or disciplinary procedure may be used as appropriate.
11. The Housing Maintenance Section reserves the right to change the review measures according to business need in agreement with its senior shop steward.

**Appendix 5**

**Appeals Procedure**

This procedure relates to situations where an employee is dissatisfied with the grading of his/her post and wishes to seek a review of the grading (following implementation of this agreement) as per section 6 of this agreement.

Job descriptions for all Craft employees have been prepared based on current working practices and roles.

Any individual wishing to seek a review of the grading of their post will have to demonstrate at least one of the following grounds:

- That the job description does not accurately reflect the normal day to day duties of the post; or
- That the individual is a Multitasked Operative having an appropriate level of multitasking ability and a qualification to NVQ level 3 or equivalent that should qualify for re-grade to Senior Multitasked Operative.

**Informal Stage**

In order to seek a review grading the employee should arrange an initial informal meeting with the Housing Maintenance Manager to discuss the reasons why they want to seek a review of the grading of their post. For example –

- By listing the duties that they undertake that are not currently contained within their job description; or
- Setting out levels of multitasking and what qualification or equivalent qualification they have and explaining why this is equivalent to an NVQ level 3

The Housing Maintenance Manager will arrange to meet with the employee to discuss the matters raised by the employee. The employee may have their UCATT representative present at the meeting.

The purpose of the meeting is as follows:

- To determine whether or not it is factually correct that the role the employee is undertaking has changed in some material way relative to the job description.
- To determine whether any 'changes' to the role are a permanent or temporary feature of the job
- To understand what qualifications are held by the employee that the employee considers to be equivalent to an NVQ Level 3

Following the meeting the Housing Maintenance Manager will give consideration to the request, conferring with Human Resources or the Training Officer if necessary to understand the equivalency of qualifications and conferring with any other relevant parties in order to understand the full context of the appeal.

Where it is agreed that the duties currently being carried out should be reflected in the job description for the post the job description will be updated and a review of grading undertaken.

Where it is agreed that the Multi-Tasked Operative has qualifications that are equivalent to an NVQ level 3 the employee will be re-graded to Senior Multi-Tasked Operative.

Where there is no agreement reached in respect of these matters through the initial discussion the employee may have a right of appeal

The Housing Maintenance Manager will write to the employee to inform them of the outcome of the discussion and any rights of appeal.

### **Formal Stage**

Where the employee is dissatisfied with the outcome of the initial discussion with the Housing Maintenance Manager they will have a right of appeal.

In order to appeal against the decision the employee would need to complete the attached form (Form 1) setting out the reason why they want to appeal against the decision made by the Housing Maintenance Manager. The form should be sent to the Organisational Development Team who will acknowledge the appeal and organise an appeal meeting. The employee may be accompanied to the appeal meeting by their UCATT representative.

The appeal must address at least one of the following issues:

- Whether or not it is factually correct that the role the employee is undertaking has changed in some material way relative to the job description.
- Determine whether any 'changes' to the role are a permanent or temporary feature of the job
- Understand what qualifications are held by the employee that the employee considers to be equivalent to an NVQ Level 3

Any appeal will be heard by the Head of Housing. The decision by the Head of Housing would be final and no further appeals would be permitted.



**Form 1 – Appeal Form**

**PART A: EMPLOYEE DETAILS**

Employee’s Name: ..... Payroll No: 

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Post Number: ..... Post Title: .....

Start date in post: ..... Manager:.....

Date of informal meeting with manager to discuss concerns: .....

**PART B: GROUNDS OF APPEAL**

Please provide details of the reasons why you would like to appeal against the grading of your post. You need to explain why you think that your post is graded incorrectly

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Employees Signature: ..... Date of Appeal: .....

## **Craft Agreement – Annex 6**

The following amendment is made to the Craft and Associated Employees Agreement on Conditions of Service.

### **Background.**

Following the implementation of the Agreement in September 2009 a question arose concerning standby allowances and whether such allowances should be pensionable and count for the purposes of sick pay and payment for periods of annual leave. It was argued that, since there is a contractual obligation to participate in a standby rota, which is scheduled far in advance, the National Conditions of Services for Craft and Associated employees requires payment of normal pay during periods of sickness or leave and therefore standby allowances should be paid during those periods.

The matter was referred to an Employment Tribunal for consideration. The Tribunal ruled that standby allowance should indeed be regarded as part of normal pay for the purposes of sick pay and annual leave as follows:

*“we are satisfied that the definition of normal pay contained in the Red Book provides that it is to include payments which are regular scheduled payments as opposed to occasional standby duty, but excluding payment for overtime. That seems to us to be a very straightforward definition to apply which means that in calculating sick pay and holiday pay – as the payment for standby are made on a regular basis as part of a contractual requirement – the respondent should include in that calculation of a weeks pay, payments made for standby..... It seems to us logical that if the Authority has accepted that the standby payments count as pensionable pay they should also count as normal pay for the purpose of calculating holiday pay and sick pay.”*

### **Principles**

The arrangements describe below will be run for a trial period of a maximum of 6 months and will then be reviewed. Should the trial prove successful it will continue. Should the trial prove unsuccessful **all** eligible employees will be placed onto the standby rota and will be required to participate on a compulsory basis. The trial will be stopped should any difficulties or issues occur in securing the appropriate levels of standby cover.

The trial will be deemed successful if the following criteria are met:

- All standby duty is covered either by the rostered person or by one of those responsible for casual cover
- No difficulties occur which leave the Council without the required standby cover

Cannock Chase Council reserves the right to amend the agreed rota as necessary to meet operational and business need and amend the related

standby pay accordingly. However, any such changes to the rota will be subject to consultation with the recognised trade union.

### **Rota**

1. Rotas for standby will be planned at least 12 months in advance strictly in accordance with identified business need.
2. Each rota will identify those primarily responsible for undertaking standby duty in any week but will also identify others who will be called upon to provide 'casual' standby cover in the event of sickness or unforeseen circumstances. Casual cover for sickness will be provided by the casual standby employees
3. Where an employee wishes to book a period of annual leave the annual leave request must be accompanied by the name of the person who will provide cover for that period. It is the responsibility of the employee booking leave to identify their own cover arrangements.
4. For those identified as responsible for 'casual' cover in the event of sickness or unforeseen circumstances they will be required to agree amongst themselves who will provide cover as and when it is required
5. Any unreasonable refusal to undertake rostered standby weeks or to provide casual cover may be subject to disciplinary action.

### **Payments**

6. **Employees on the rota:** Standby Payments will be made on a monthly basis as a fixed value calculated by reference to the frequency that any given individual is required to be on standby in a 12 month period and the standard weekly rate for standby. This payment will be made without the need to submit a claim and will continue to be paid whilst a given individual is on the rota and undertaking standby duty (whether at work, off sick or on leave). Claims will still need to be submitted for any overtime worked whilst on standby.
7. **Employees on the rota:** If an employee ceases to participate in the rota, payment of the fixed standby allowance will cease.
8. **Casual cover:** Standby payments will be made to any individual who provides standby cover on a casual basis (for covering sickness or unforeseen circumstances) and this will be claimed as an additional payment for each week that the casual is on standby.

9. The trial period will be effective from 1<sup>st</sup> September 2011
  
10. The value of any monthly payment for standby duties will change in circumstances where there is a permanent alteration to the rota. The payment will be re-calculated accordingly.

**Definitions**

- Casual cover: cover for standby provided by employees who are not on a fixed rota and for whom standby payment will be made on an 'as and when' basis.
- Standby Payment: means a payment made to an employee in return for him undertaking a specific roster commitment outside his normal hours of duty



**CANNOCK CHASE COUNCIL****JNC - CHIEF OFFICERS****AMENDMENT TO CONDITIONS OF SERVICE**

The Amendment to Conditions of Service was implemented from 1<sup>st</sup> August 2005 but has been revised to show changes to annual and concessionary leave entitlements effective from the 2009/10 leave year

**1. PROPOSED NEW PAY AND GRADING STRUCTURE**

Details of the new pay and grading structure are as set out below:

<b>Grade</b>	<b>Hay Evaluation Scores</b>
Head of Service Grade 1	750 and above
Head of Service Grade 2	700 - 749
Head of Service Grade 3	up to 699

The three grades in the new pay structure for Heads of Service each have five incremental points as shown below (amounts shown are updated to 1<sup>st</sup> April 2018):

<b>Increments</b>	<b>Head of Service Grade 1</b>	<b>Head of Service Grade 2</b>	<b>Head of Service Grade 3</b>
Point 1	57785	54231	50066
Point 2	59964	55616	51454
Point 3	61228	57086	52842
Point 4	63221	57785	54231
Point 5	64915	59964	55616

To ensure comparability and consistency across the authority as a whole it was necessary to review the terms and conditions of employment of all chief officers engaged on JNC conditions of service.

The changes to terms and conditions are set out in section 3. In addition:

- i. All existing market supplements will cease and any new market supplements applied in the future must be in accordance with the guidelines established by Directors Management Team. Current market supplements will be protected in the same way as salaries.

- ii. All annual increments will now be subject to a formal sign off by the Leader of the Council, Chief Executive or relevant Director as appropriate, confirming satisfactory performance.

## **2. ASSIMILATION INTO THE NEW STRUCTURE AND PAY PROTECTION**

The Council has invested a one-off sum to cover the costs of transition into the new pay structure, which allows for three years protection. In addition, the Council will meet the cost of any successful appeals.

The following assimilation rules apply: -

- i. The Hay Job Evaluation score will determine the correct band for a particular post but it will not determine an employee's position within a band.
- ii. Employees will be assimilated to the new pay structure on the basis of earnings (see definition below) as at the 1 August 2005, and to the nearest salary point within the new pay grade.
- iii. Employees with earnings below the newly designated salary grade will be assimilated to the bottom point of the new grade with effect from 1 August 2005. The next increment will be paid on 1 April 2006, subject to satisfactory performance.
- iv. Employees whose current earnings are above their newly designated salary grade will be salary protected up to 31 July 2008 providing they remain within that post. During this time the protection will be on the basis of "frozen" earnings i.e. not including any future increment or future pay award after those due on 1 August 2005.
- v. No protection will be considered in relation to headroom issues (i.e. the loss of potential incremental progression).
- vi. Employees, whose current earnings are within the new grade, will be assimilated to the nearest salary point within the new grade. The first incremental progression will be 1 April 2006, subject to satisfactory performance.
- vii. The terms of protection may be reviewed by either the Council or the Trade Unions at three months notice.

### Definition of Earnings for Assimilation Purposes

Assimilation on the basis of "earnings" will only include: -

- An employee's salary as at 1 August 2005.
- Consolidated market supplements.

## **3. CHANGES TO CONDITIONS OF SERVICE**

The changes to conditions of service as detailed below are to ensure comparability with those already made to other groups of employees of the Council, and help modernise the Council's terms and conditions of employment to assist in the delivery of enhanced services to the public.

All the changes detailed below are effective from 1 August 2005. Protection will only apply where stated.

### **Leave, Extra Statutory Days and Discretionary Days**

The Council will open on the two extra statutory days (May Bank Holiday Tuesday and August Bank Holiday

Tuesday).

For 2009/10 there will be one (1) fixed concessionary day applied to the Christmas period. Thereafter three (3) 'permanent concessionary' days will be applied to the Christmas period

Following agreement between the Trade Unions and the Chief Executive the following annual leave entitlements will apply:

**For 2009/10 leave year:**

- Heads of Services - 31 days
- Directors - 31 days
- Chief Executive - 31 days

**From 2010/11 leave year onwards:**

- Heads of Services - 30 days
- Directors - 30 days
- Chief Executive - 30 days

In addition, an additional five days annual leave will be given for five years continuous local government service.

There is also an option for employees to either:

- "consolidate" five or ten days of annual leave entitlement into salary, based on a calculation of salary divided by 365 multiplied by 7 for 5 days and multiplied by 14 for 10 days (pro rata for part time employees); or
- "buy" a further five annual leave days based on a calculation of salary divided by 365 multiplied by 7, (pro rata for part time employees);.

Annual leave must now be booked for days worked on Election duty.

**Travel Allowances**

From 1 August 2005, rates for travel will be reimbursed at the minimum essential car user lump sum and mileage rates or the 2<sup>nd</sup> level of mileage allowance for staff with appropriately sized vehicles

**Other Allowances**

Telephone Allowances

Telephone allowances will no longer apply. Mobile phones will be issued as appropriate and will include reasonable private use.

Fax Allowances

Fax allowances will no longer apply. The fax machine scheme is replaced with a pc allowance scheme where an annual sum of £1433 (at April 2018) (increased in line with annual pay awards) will be paid to chief officers as a contribution towards the maintenance of computer equipment and broadband links at their home, subject to self-certification that a minimum specification for the IT equipment, etc. has been satisfied.

**Professional Fees**

The cost of one approved professional membership fee will be paid.

**Working Arrangements**

**Additional Hours and Standby Duty**

Any requirement for additional hours working beyond the standard 37 hours per week or standby duty are reflected in the salary of the post and no further payments will be made.

**Notice Periods**

Notice given by an employee to terminate employment for Chief Officers will be:

- Heads of Service - not less than three calendar months
- Directors - not less than six calendar months
- Chief Executive - not less than six calendar months

**4. APPEALS PROCEDURE**

There will be a final opportunity for employees to lodge an appeal once they have been advised of their individual HAY job evaluation score.





All appeals must be submitted in writing to the Head of Organisational Development in accordance with the timescales as advised and will be considered by an independent external evaluator. In all cases the independent external evaluator's decision will be final.

All appeals will be considered and determined following implementation of the new pay and grading structure on 1 August 2005 and the outcomes backdated to that date. It should be noted that in the event that an appeal results in a post being moved to a lower grade, cash protection, if required, would be based on the employee's salary as at 31 July 2005.

**5. FOR MORE INFORMATION**



Should you require further information on the issues contained in this document please feel free to contact either the Chief Executive or the Head Organisational Development.

**Corporate PDP- 2018-19 Performance Update**  
**(Quarter Two – 1 July - 30 September 2018)**








Overall Performance				
				<b>Not rated</b>
Milestone completed	Milestone on target	Milestone/Timeline/scope/target date requires attention.	Project aborted/ closed	Milestone not rated
2 28.6%	1 14.3%	4 57.1%	0 0%	0 0%

Performance Indicators							
Performance Indicator	Frequency of reporting (Q or A)	Last years outturn	Target	Q1	Q2	Q3	Q4
Customer contact data – response to telephone calls	Q	93.4%	94%	90%	92.7%		
Use of Online Forms	Q		475	481	319		
E – Payments Transactions – Payments made via the Council's website	Q	Actual – 23,740 Value - £2,580,791	6,000 per quarter	Actual – 6,864 Value - £801,920	Actual – 6,649 Value - £743,891		
Payments made via the Council's automated telephone payment system	Q	Actual – 22,858 Value - £2,359,237	5,750 per quarter	Actual – 6,460 Value - £730,494	Actual – 5,961 Value - £656,095		
Payments made by Direct Debit (Council Tax)	Q	302,501 transactions Value - £36,438,134.18	310,000 transactions Value - £40M	87,055 transactions Value - £11,028,893.25			

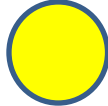

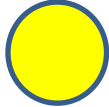
## Projects and Actions

Delivering Council services that are customer centred and accessible - giving choice to our customers in how they access our services								
Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4	
<b>Giving choice to our customers in how they access our services</b>	Procurement of a new telephony system	Identify framework and use to procure new telephony software	The procurement is slightly behind schedule but arrangements have been made to extend the contract with the existing supplier. The framework has been identified and the procurement process is underway. Submissions are currently being evaluated. The procurement is now likely to be completed in Qtr 3.					
		Install new software, test and train relevant staff	As explained above the procurement is slightly behind schedule. This is now expected to take place in Qtr 4.					
	Develop and implement a Customer Access Strategy	Draft core requirements of strategy and discuss with Leadership Team					X	
		Draft strategy for approval by Cabinet						X
	Procurement of a customer portal / CRM system	Identify requirements for new customer portal/ CRM system and agree with Leadership Team						X

**Making the best use of limited resources – managing our people, money and assets**

Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
<b>Managing our people, money and assets</b>	Review of Environmental Services	Procurement of Consultant to undertake the review	A consultant has been appointed and work has commenced.				
		Undertake Stage 1 of Review (May to July)	Stage 1 of the review has been completed. A draft report has been prepared and is being validated with Managers				
		Report to Cabinet and decision on whether to proceed to Stage 2- revised target of Q4					X
	Protection of Customers' personal data in accordance with GDPR	Data Protection Policy updated and approved by Cabinet	A new Data Protection Policy has been produced and approved by Cabinet				
		Provision of training for employees and Members	Training has been provided to Members and an additional session has been arranged for November. On line training has been provided to employees.				
		Completion of data audit	An audit of personal data held by the Council has been completed				
		Privacy Notices template agreed and published on website	Privacy notices have been prepared and published for all personal data sources				



Approach	Key Project	Milestone(s)	Progress	Q1	Q2	Q3	Q4
<b>Managing our people, money and assets (continued)</b>	Simplify Members' access to committee papers and emails	Draft system to be tested by officers	Test website setup. Software installed. System available for testing by officers.			X	
		System to be piloted with sample of Members	The system has recently been made available to the Democratic Services Team and is in need of further discussions with ICT as to how this will be used.				
		System to be rolled out to all Members				X	
	Update the IT Security Policy to reflect cyber security threats and GDPR and provide training to staff	Review of current policies	Work is in progress on updating the policies. In the interim, basic on-line training has been provided to employees and Members re security.				
		Revised policies to Leadership Team for approval				X	

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**CORPORATE SCRUTINY COMMITTEE**  
**13 NOVEMBER 2018**  
**WORK PROGRAMME FOR 2018-19 - UPDATE**

<b>Meeting Date</b>	<b>Item</b>
26 June 2018	<ul style="list-style-type: none"> <li>• End of Year Outturn for Customers &amp; Corporate PDP for 2017-18</li> <li>• Corporate PDP for 2018-19 and Peer Review Progress Update</li> <li>• Annual Report on Work of the Committee for 2017-18</li> <li>• Determine Review Programme for 2018-19</li> </ul>
13 November 2018	<ul style="list-style-type: none"> <li>• Corporate PDP Progress Report July to September 2018</li> <li>• Scrutiny Review (Gender Pay Gap Reporting);</li> <li>• 2018-19 Work Programme Update.</li> </ul>
12 March 2019	<ul style="list-style-type: none"> <li>• Corporate PDP Progress Report October to December 2018</li> <li>• Complaints Report</li> <li>• Scrutiny Review (to be determined)</li> </ul>

**Review topics proposed at the 26 June 2018 meeting:**

- Members access to electronic information;
- Corporate Communications;
- Employee Survey / Gender Pay Gap / Workforce Strategy;
- Technology Strategy and its impact upon the Council's 'back office' services.