

CAERPHILLY COUNTY BOROUGH COUNCIL

**Minutes of the Housing/WHQS JCC held on 10th September 2015
Cherry Tree House**

Present:

Phil Davy (PGD) – Head of Programmes (In the Chair)
Marcus Lloyd (ML) – Deputy Head of Programmes
Shaun Couzens (SC) – Chief Housing Officer
Sian Phillips (SP) – Acting HR Service Manager
Richard James (RJ) – Principal HR Officer
Paul James (PJ) – Health and Safety Manager
Simon Brassinne (SB) - UCATT

		Action/ Date
1.0	<u>Apologies for Absence</u> Apologies were received from Neil Funnell – GMB, Andrew Williams - Unite, Richard Munn - Unite	
2.0	<u>Minutes of the meeting of 18th June 2015</u> Agreed as a true and accurate record.	
3.0	<u>Matters Arising</u> There were no matters arising	
4.0	<u>Standby Arrangements</u> SC provided an overview of the consultation exercise currently being undertaken in relation to proposed changes to the standby arrangements. He advised that responses to the proposals had been received from the TU representatives but nothing from the employees themselves. That being the case Paul Smythe (PS), Housing Repairs Operations Manager, would shortly be drafting a response. SB advised that the TU representatives and employees had been disappointed that there had been no representation in the consultation meetings from the WHQS arm of the service. PD and ML advised that they had not been invited to any consultation meetings and it was understood that PS had been linking directly with Alun Edmunds (AE) WHQS Implementation Project Manager. PD advised that he would ensure that WHQS would be appropriately represented at any future consultation meetings relating to this matter. SB advised that he was concerned about the proposed timeline to implement the proposals and reminded those present that those staff likely to be at a financial loss had no say in whether they went into the WHQS or	

5.0	<p>remained in the HRO function.</p> <p>It was agreed by all that Management would formally respond in writing to the responses received and then arrange a further meeting to discuss.</p> <p><u>Organisational Changes Relating to Gas Servicing</u></p> <p>PD provided an overview for the proposed changes. He advised that for a variety of reasons it had been determined that the Heating Team would now be better located within the HRO function. Changes to permanent posts are not envisaged other than them having different line management reporting arrangements. The team may however need to be split, depending on the detail of their current JD. Consultation with staff is due to commence shortly.</p> <p>A review of the Statutory Maintenance function will be considered at a later date.</p>	
6.0	<p><u>Customer Care Training</u></p> <p>PD advised that the principle of the tenant as a customer needs to be developed further and to this end enquiries had been made in relation to providing staff with customer care training. RJ advised that a meeting had been arranged with himself, PD and David Titley, Customer Services Manager to explore this issue further. RJ advised that it had been hoped that a Customer Care module would be available via the All Wales Academy E Learning Platform, unfortunately this had been delayed.</p> <p>SB advised that issues were as likely to be related to CCBC employees as they were to contractors carrying out work on the properties. This was acknowledged by all present. S.B. also raised concerns relating to property conditions and tenancy issues when employees were undertaking their duties.</p> <p>SC explained that new reporting arrangements have been put in place to ensure that future property inspections cover a wider remit and that these inspections encompass the general living conditions within a property and any mental health or other concerns raised during discussions with tenants.</p> <p>PD then made reference to two recent potentially violent incidents. PJ advised that the number of violent incidents logged by staff within WHQS was considered relatively low but emphasised the importance of staff appropriately logging this information as and when these type of incidents occur.</p> <p>SC requested that any training address the issue of appropriate and effective communication with people with sensory and other impairments.</p>	
7.0	<p><u>Stress E Learning</u></p> <p>PD advised that he had had discussions with SP and RJ in relation to highlighting to employees within the service area the availability of this module on the Learning Network platform. SP advised that the module</p>	

	<p>could be completed in bite sized chunks but should take no longer than 30 minutes to complete in total. It was suggested that employees may find it beneficial both in relation to themselves as well as assisting them in identifying any signs of stress in their colleagues/ subordinates.</p> <p>RJ advised that he had completed the module, which can be accessed via a number of different platforms including being able to access it from a personal home computer, and advised that in his opinion, employees could find it beneficial.</p> <p>SP asked those present to make employees aware of this provision.</p>	
8.0	<p><u>Mobile Working and Hot Desking</u></p> <p>ML advised those present of the progress made in relation to the use of Tablets. This has enabled the service area to have a more flexible approach to the way in which their work is carried out, has enhanced the provision of remote working and reduced the amount of unproductive travelling time.</p> <p>SB indicated that he would expect appropriate training to be available to employees. ML advised that this was the case.</p> <p>SB confirmed that none of his members had raised this issue as a concern with him.</p>	
9.0	<p><u>Any Other Business</u></p>	
9.1	<p>Staff Turnover – PD advised that recent changes had resulted in a drop of 40% in the level of TLOs. Agreement had been secured to recruit to 5 CoW posts with consideration also being given to the recruitment to a number of other posts, such as fixed term surveyors. The recent appointment of a Planner has resulted in a knock on vacancy.</p> <p>PD stated that whilst, unlike the rest of the Authority, WHQS has been growing, it was now almost reached its maximum staffing level. Where they have been able, recruitment has been made having regard to staff in the redeployment pool but as may of the vacancies require technical skills, this is not always possible.</p>	
9.2	<p>Financial Update – PD provided a very brief update in relation to the project’s financial position and the impact on it from recent legislation.</p>	
9.3	<p>Office Move – SC enquired if SB had been contacted by any of his members in relation to the move out of the Civic Offices at Pontllanfraith. SB advised that no issues had been raised with him.</p>	
10	<p><u>Date/Time/Venue of Next Meeting</u></p> <p>3rd December 2015 at 2pm in Cherry Tree House.</p>	