

Joint Staff Employer Forum

9th November 2006

Customer Access Negotiating Group

Joint Staff Employer Forum is asked to note the following arrangements for working with the recognised Trade Unions in implementing the City Council's Customer Access Strategy.

Background

The Human Resources work for the Customer Access Strategy is being led by the seconded post of Customer Service HR Manager, working closely with the Customer Access Programme Manager. The key employment related deliverables for the project are:

- Production of a strategy for organisational change, negotiated and agreed with the Trade Unions.
- Agreement on the processes for recruiting staff into the Customer Service Centre.
- Recruitment of project support staff.
- Ensuring appropriate training is in place for staff, particularly in relation to customer service and process skills.
- Agreement on the management of redeployment and outplacement.

Customer Access Negotiating Group

The City Council already has an agreed Organisational Change and Redundancy policy which has been negotiated with the recognised Trade Unions and this will form the basis of the way implementation of the Customer Access Strategy is managed for staff.

Corporate Management Team has agreed that a Negotiating Group should be established to reach agreement on the key employment issues for implementation. The Terms of Reference and membership of the Negotiating Group are attached.

Negotiations will continue until mid January 2007, when a report summarising the recommendations of the Group will be presented as a joint Management/Trade Union "Agreement" to Corporate Management Team. This will include proposals for:

- Organisation structure
- Operational hours and working patterns
- Recruitment and employment approach for staff
- Any changes to terms and conditions

In February 2007 after negotiation of the Agreement we will be clear on the processes for managing changes for staff.

Services will move into the Customer Service Centre in stages. The first services will transfer in February 2008 and the last services will be in by October 2009.

Further Information can be obtained from Vicki Davidson, Customer Service HR Manager.

**Cambridge City Council
Customer Access Negotiating Group**

Terms of Reference

1.0 Purpose

- 1.1 To negotiate an Agreement covering key staffing and employment issues for the implementation of the Customer Access strategy.

2 Objectives

- 2.1 To agree the overall timetable for concluding an “Agreement” for the Council.
- 2.2 To agree the communication strategy for the negotiating period.
- 2.3 To agree the objectives and the underlying principles for the Agreement covering key employment issues for the introduction of the Customer Access Strategy.
- 2.4 To negotiate, with a view to reaching agreement, all items within scope.

3 Timescale

- 3.1 Formal negotiations to start from 1 October 2006 and be completed no later than the end of February 2007.

4 Scope

- 4.1 The key tasks and dates are summarised as:

Tasks	Target completion dates
Principles of change management for the Customer Access Strategy	27 October & 8 November
Agree recruitment processes for fair selection and equal opportunities throughout the service transition tranches	8 & 27 November
Application of Organisational Change and Redundancy Policy and vacancy management processes	8 & 27 November
Provisional Customer Service Centre Organisational Structure	7 & 19 December
Provisional working patterns (days, hours, shift patterns) and operational arrangements	7 & 19 December
Provisional Job Descriptions, Person specifications	7 & 19 December
Outcome of Job Evaluation	12 & 22 January
Staff development and training processes	12 & 22 January

5. Relationship to JTUG

JTUG will continue to receive regular updates on the progress of the Customer Access project, in terms of an overview, not the details of the Negotiating Group progress.

6. Customer Access Negotiating Group membership

Management Side	Staff Side
Jackie Condon – Head of HR	Liz Brennan – Branch Secretary (UNISON) Chris Jones
Vicki Davidson – HR Manager (Customer Access)	Kevin Roberts – Branch Secretary (GMB) Allen Brigham
Fran Barratt – Customer Access Programme Manager	