

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Customer Experience Manager

Officer Making the Decision

Rob Mitchell, Head of paid service (Chief Executive)

Recommendation

1: To increase the hours of post M209 (V004) from 34 to 37 hours per week. 3.6hrs will be taken from Post: M439 vacant hours contained within the salary budget of V023 and will be moved to V004.

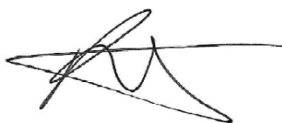
Reason

1: To build capacity to manage the demands of the Customer Experience Team.

Authority for Decision

Under Section 6 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications. These proposals fall within the limit of the authority of the relevant Head of Service.

Decision and Date



06/06/2024

Background

The volume of stage 2 complaints has risen steadily since 2018/19:

Year	Volume of complaints
2018/19	10
2019/20	21
2020/21	25
2021/22	49
2022/23	41
2023/24	59

2024/25	11 (to date, 66 annually if volumes continue at current rate)
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The rise to 54 this year represents a 440% increase in the volume of complaints compared to the 10 of 2018/19. The resources in the Customer Experience Team have not changed. The slight increase in capacity of the Customer Experience Support Officer will provide further resource for the Customer Experience team in delivering all corporate elements of the Customer Experience functions but primarily, the complaints process.

These changes will be cost neutral, vacant hours from within the customer service budget V023 will be transferred to V004 to cover all costs.

Comments from HR

HR Advisor: Anna Cairns (30/5/24)

Summary of Comments from HR: A variation eform will need to be completed, if the additional hours are given to current employee/s.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

The additional funding needed to increase Post: M209, Grade D (top of scale) from 34hrs to 37hrs is approx. £3,600 p.a.

Funding will be taken from vacant post: M439 – 3.6hrs (Customer Service Advisor) within V023. This will leave Post: M439 with 663.5hrs substantive hours.

Budget Virement: £3,600 taken from budget V023 A0101 into V004 A0101

Risk Management

No specific risks are associated with this report.

Key Decision: No

Background Papers: None