

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 allocated to post M439 (Customer Service Advisor following the decision to return the Revenues and Benefits service back in house. The hours will increase by 130 hours which is the equivalent of 4 posts at 32.5 hours a week per post.

2: To increase the hours of post M348 by 37 hours (1 post), there will be up to 8 additional Customer Service Advisors (including those staff transfers under TUPE rules) as a result of the Revenue and Benefits service returning to CBC management.


Reason

1: To ensure and build capacity to manage the demands of the Revenues and Benefits service.

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.

Decision and Date



9 July 2024

Background

In September 2023, Cabinet approved the decision to return the outsourced Revenues and Benefits services to Charnwood Borough Council. The services are currently contracted to Capita and have been for 15 years. The current contract will end on 31/10/2024 with all services returning to CBC management.

The additional staff will assist with the delivery of the Revenue and Benefit Services and will be recruited to during the summer months with an expected start date of 1st September 2024 in preparation for the launch of the new service on 14th October 2024. Due to the increased number of Customer Service Advisors, posts to 29, there is a requirement to increase capacity of the Customer Service Team Leaders from two posts to three. Managing 29 officers between the current two team leaders is not sustainable for them to manage effectively and complete their daily tasks.

Comments from HR

HR Advisor: Anna Cairns (6/6/24)

Summary of Comments from HR: The normal recruitment processes will need to be followed in relation to the adverts and selection of candidates.

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

Financial Implications

1: To increase the hours of post M439 (Customer Service Advisor) by 130 hours from 663.5 hours to 793.5 hours following the decision to return the Revenues and Benefits service back in house.

*Approx full year cost: £138,800 (pro-rata costs for 2024/25 is £81,000 based on estimated start date of 1st September 2024).

2: To increase the hours of post M348 (Customer Service Team Leader) by 37 hours from 74 hours to 111 hours following the decision to return the Revenues and Benefits service back in house.

*Approx full year cost: £51,300 (pro-rata costs for 2024/25 is £29,900 based on estimated start date of 1st September 2024).

*All costs are based on 2024/25 salary master. Includes all on-costs.

Budget Virement: into V023 A0101

Risk Management

No specific risks are associated with this report.

Key Decision: No

Background Papers:

None