

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Customer Experience Manager

Officer Making the Decision

Karey Summers, Director of Customer Experience

Recommendation

That Katie Mayoh be paid an honorarium for acting up into the Investigations Officer role (M515) for a 6 month period; from 5th August 2024 to 5th January 2025. Katie is currently Grade D whilst the Investigations role is Grade SO1.

Reason

Due to a backlog of Stage 2 complaints, additional resource is required to support the delivery of service. Katie Mayoh is the current Customer Experience Support Officer (M209) so has an awareness of the Stage 2 process and is familiar with council systems and processes. It considered that this is a more sustainable and immediate resolution than attempting to recruit temporary staff.

Authority for Decision

Under the scheme of Delegation 8.2 , item 2 (i) the Chief Executive, Directors and Heads of Service can “approve the payment of honoraria and acting up allowances in accordance with the Councils Policy.

Decision and Date

K Summers 26.9.24

Background

The Council has seen a significant increase in Stage 2 complaints. As detailed in DD 051, the council has seen a rise of 440% in Stage 2 complaints, it was envisaged that the demand would be met by increasing the resource available to manage Stage 2 complaints. However, other staff have left the service and due to the current changes to the Revenues and Benefits changes, we have paused recruiting to the vacancy which has created a resource implication for Stage 2 complaints.

The increase in capacity of the investigations officer will ensure the team are able to manage the backlog and ongoing complaint volumes.

Comments from HR

HR Advisor: Anna Cairns (23/8/24)

Summary of Comments from HR: A variation eform will need to be completed.

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

Financial Implications

To pay Katie Mayoh (08905) an honorarium payment for acting up into the Investigations Officer post (M515) which is Grade SO1.

The difference between her current Grade D / scp14 - £27,334 and the bottom of SO1 / scp 23 - £32,076. This will be payable from 5th August 2024 – 5th January 2025 will be approximately £3,700.

The honorarium will be funded through salary underspends from V004.

Risk Management

No specific risks are associated with this report.

Key Decision: No

Background Papers: None