

NORTH LANARKSHIRE COUNCIL

REPORT

To: CORPORATE SERVICES COMMITTEE		Subject: CORPORATE SERVICES: SUPPORT SERVICES REVIEW
From: HEAD OF CENTRAL SERVICES		
Date: 13 May 2009	Ref: JAF/IL	

1. Purpose of Report

- 1.1 The report advises the Committee of a review of support services provision within Corporate Services and makes recommendations for rationalisation to provide shared support services for all five Divisions of Corporate Services.

2. Background

- 2.1 As part of the Service and People First change management programme, Corporate Services was formed and brought together the five Divisions of Central Services; Design Services; Human Resources; Legal Services; and Property Services. Those Divisions, three of which formed part of the former Department of Administration and two of which formed part of the former Department of Housing and Property Services, each require the performance of functions to support professional activities and a review has been undertaken to identify those support functions and areas where work done separately at divisional level could, more profitably, be done together on a Service-wide basis.
- 2.2 Following that review it was identified that some support functions, by their nature, are more effectively delivered in close proximity to the professional activities which they support. Those functions include filing; records management; document production and ancillary issues such as meetings accommodation. Other functions, however, were identified as capable of being provided centrally to all five Divisions. Those functions include a range of purchasing and invoice processing; budgetary control and monitoring both capital and revenue; non HR professional staffing issues including absence management monitoring; service web oversight; and performance related functions including the performance management framework.
- 2.3 With regard to non HR professional staffing issues, including absence management monitoring, it was concluded that, while it remains essential that there be divisional capacity to input information to the Cyborg central system – and that first line contact with regard to absence, overtime authorisation, flexitime etc. remains integral to the divisional management function as does the bulk of the Professional Review and Development process – the remaining non HR professional staffing functions should be provided to all Divisions of Corporate Services by the Human Resources Division.
- 2.4 It was identified, also, that with adjustment to establishment, the remaining support functions could be delivered to all five Divisions by the Administrative Services Section of the Central Services Division.
- 2.5 As an outcome of the review, and following consultation with the Head of E-Government and Service Development, it is recommended, also, that the switchboard service currently provided at Civic Centre, Motherwell and Fleming House, Cumbernauld be transferred to the Contact Centre.

3. Staffing and Establishment Implications and Proposals

3.1 It is proposed that there be transferred to the Central Services Division

- from the Design Services Division one post of Administrative Assistant (NLC 06) and two posts of Clerical Assistant (NLC 03)
- from the Property Services Division one post of Section Manager (NLC 13), one post of Divisional Support Manager (NLC 12), one half post of Administrative Assistant (NLC 6) and one post of Clerical Assistant (NLC 3)
- from the Human Resources Division 1.5 posts of Clerical Officer (NLC 04)
- from the Legal Services Division one post of Administration Officer (NLC 06).

and, within the Central Services Division, one post of Clerical Officer (NLC 05) be transferred from Committee Team A to Administrative Services.

3.2 It is proposed, also, that the establishment of the Administrative Services Section of the Central Services Division be as follows:

Chief Administrative Services Manager – NLC 16

Budgetary Control and Monitoring; Purchasing and Invoice Processing and Election Accounting

Section Manager (NLC 12)
Administrative Officer – 2 posts (NLC 08)
Administrative Assistant (NLC 05)
Clerical Officer (NLC 03)

Performance Management including Service Planning, Quality Accreditation Issues, IT Issues and Training, Service-wide Web Oversight and Complaints

Section Manager (NLC 13)
Administrative Officer – 3 posts (NLC 08)
Administrative Assistant (NLC 05)
Clerical Officer (NLC 03)

Registration Management, Common Services and Health & Safety Co-ordination

Section Manager (NLC 10)
Administrative Officer (NLC 08)
Administrative Assistant (NLC 05)
Clerical Officer – 3 posts (NLC 03)

3.3 It is accordingly proposed that, of the existing posts within the Administrative Services Section and of the posts transferred, the following posts be deleted:

Post of Administrative Services Manager (NLC 14)
4 Posts of Administrative Officer (NLC 07)
3.5 Posts of Administrative Assistant (NLC 06)
1 Post of Administrative Assistant (NLC 05)
1 Post of Clerical Officer (NLC 05)
1.5 Posts of Clerical Officer (NLC 04)
2 Posts of Communication Officer (NLC 02)
2 Posts of Clerical Assistant (NLC 2)

- 3.4 It is proposed, also, that having regard to the transfer of switchboard functions, the post of Communications Supervisor (NLC 04) be transferred to Finance and Customer Services.
- 3.5 In line with the established Council practice, appointments to posts in the new structure will be by direct matching, restricted selection or advertising of posts as appropriate and the proposals have the potential of reducing, by eight, the number of employees within red circle posts.
- 3.6 The proposals have been shared with Unison and the outcome of consultations will be reported orally to Committee.

4. **Financial Implications**

- 4.1 Within the proposed structure, funding for the posts of Chief Administrative Services Manager, three posts of Section Manager and three posts of Clerical Assistant is available from transferring posts at the same grades. The funding requirement for the remaining posts within the structure amounts to £199,347. Funding released from the deletion of posts would amount to £295,107. The proposals can, accordingly, be accommodated within existing resources while achieving a saving in term of annual salary of £95,760 – which, when oncosts at 25% are added, will result in a total annual saving of £119,700.

5. **Recommendation**

- 5.1 It is recommended that the Committee approve the foregoing recommendations and remit the report, for consideration, to the Policy and Resources (Human Resources) Sub-Committee.


Head of Central Services

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central Services on Extension 2228.