



# **MINUTES OF A MEETING OF THE APPOINTMENTS AND STAFFING COMMITTEE HELD ON 12th NOVEMBER 2019**

**PRESENT:** Councillor D Cook (Chair), Councillors M Cook, S Doyle, Dr S Peple and R Pritchard

The following officers were present: Anica Goodwin (Executive Director Organisation), Rob Barnes (Executive Director Communities), Tina Mustafa (Assistant Director Neighbourhoods), Zoe Wolicki (Assistant Director People) and Lee Birch (Head of Neighbourhood Services)

Apologies received from: Councillor(s)

## **10 MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 17<sup>th</sup> September 2019 were approved and signed as a correct record.

*(Moved by Councillor M Cook and seconded by Councillor Dr S Peple)*

## **11 DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

## **12 CUSTOMER SERVICE STAFFING ESTABLISHMENT**

The Assistant Director People sought approval from Members to make additions to the establishment to support the relocation and enhanced service offer of the Tourist Information Centre and supports the creation and development of an In House Call Handling service for the Repairs and Investment Contract.

**RESOLVED** That the Committee approved:

- 1) the permanent addition of the following posts to the Council's Customer Service staffing establishment:
  - 1 x FTE Senior Customer Service Officer
  - 1 x FTE Customer Service Officer
- 2) Uplift 1 x FTE current Customer Service Officer to create a 1 x FTE Senior Customer Service Officer.

*(Moved by Councillor R Pritchard and seconded by Councillor M Cook)*

**13 EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED** that in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, 3 and 4 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

*(Moved by Councillor D Cook and seconded by Councillor R Pritchard)*

**14 NEIGHBOURHOOD SERVICE - APPOINTMENT & STAFFING REPORT**

The Executive Director, Communities presented his report, Neighbourhood Service to the Committee

**RESOLVED** That Committee;  
  
Approved the recommendations contained within the report.

*(Moved by Councillor Dr S People and seconded by Councillor R Pritchard)*

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Chair