

**OFFICER DELEGATION SCHEME  
RECORD OF DECISION**

**TO BE UPLOADED TO THE INTERNET BY DEMOCRATIC SERVICES**

<b>Date:</b> 26/9/2024		<b>Ref No:</b> 2247	
<b>Responsible Officer:</b> Andrew Crawford - Operations Manager Support at Home			
<b>Type of Decision (please refer to MO Guidance):</b>			
<b>Key</b>	<input type="checkbox"/>	<b>Non-Key</b>	<input checked="" type="checkbox"/>
<b>Freedom of Information Status:</b> <i>(can the report go in the public domain)</i> Not exempt.			
<b>Title/Subject matter:</b> CareLink Call Handling Implementation			
<b>Budget/Strategy/Policy/Compliance:</b>			
(i) Is the decision within an Approved Budget?		Yes	
(ii) Is the decision in conflict with the council's policies, strategies or relevant service plans?		No	
(iii) Does the decision amend existing or raise new policy issues?		No	
(iv) Is the decision significant and/or does it meet the £100,000 threshold for recording?		Not applicable	
<b>Equality Impact Assessment</b> [Does this decision change policy, procedure or working practice or negatively impact on a group of people? <b>If yes</b> – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]		No	

**Summary:**

This report informs the next stage of the implementation of the Carelink team new shift patterns and change in roles.

The outcome of the consultation was that the 2 affected staff roles would be made redundant, and they would be offered a new, alternative role within the team 'TEC Support Officer'.

The recommendations are:

- The 2 CareLink Controller posts will be disestablished and therefore these posts will be redundant.
- Ringfence the TEC Support Officer role for slot in.
- Provide voluntary redundancy to 1 role as detailed in this paper.
- To implement the new structure and working pattern within the team. It is proposed implementation will be with effect 1 November 2024 to enable new systems and working practices to be embedded in the service.

**Wards affected:** All wards

**Consultations:** Trade Unions have been consulted over the proposal. Union representation has been in attendance at informal and formal meetings as part of staff consultation.

**Scrutiny & Review Committee Interest:** None

**Options considered:**

Not applicable

## **Decision** *[with reasons]*

### **Background**

In May 2024 Officer Delegated approval was granted to:

- Commission a provider to undertake the call handling element of the CareLink service rather than provide it in house. This was due to in house service being unable to maintain the required staffing resource.
- Delete 3 CareLink Controller posts and restructure the 2 remaining posts.
- To consult with the 2 remaining members of staff.

### **Consultation**

A 30-day consultation took place with the affected staff which ended on 16 July 2024, staff were offered one to ones, there was also engagement with the trade union. The following questions were raised and clarified:

- In relation to losing the matrix payment and the financial impact.
- The inability to work the new shift patterns due to personal commitments and the impact on travel.

Management responded to explain

- Matrix payments are not protected unless the role is continuing, and they still apply.
- The service will no longer required shift work due to the call handling elements being outsourced.

The outcome of consultation was that the call handling element of the CareLink Service will end and the 2 x CareLink Workers posts will be disestablished, therefore these employees would be redundant.

A new, alternative role within the team 'TEC Support Officer' was offered to all in scope during the consultation.

### **Staff**

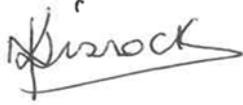
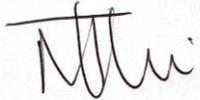
One of the remaining members of staff has decided to take redundancy which the estimated costs are £16,239.11, the associated capital costs equate to £29,226.43. The costs will be borne by the service and can be managed by the savings that will be delivered from the restructure.

The other member of staff is still considering their options, they have not worked for the council for 12 months or more, so they are not entitled to redundancy etc. Support is currently being provided by Management and HR.

## Recommendations

The recommendations are:

- The 2 CareLink Controller posts will be disestablished and therefore these posts will be redundant.
- Ringfence the TEC Support Officer role for slot in.
- Provide voluntary redundancy to 1 role as detailed in this paper.
- To implement the new structure and working pattern within the team. It is proposed implementation will be with effect 1 November 2024 to enable new systems and working practices to be embedded in the service.

Decision made by:	Signature:	Date:
Executive Director – Health and Adult Care		7 October 2024
Section 151 Officer		22/10/2024
Director of People and Inclusion		14/10/2024
<b>Members Consulted [see note 1 below]</b>		
Cabinet Member		21 November 2024
Lead Member - HR		14/10/2024
Opposition Spokesperson		

## **Notes**

1. Where, in accordance with the requirements of the Officer Delegation Scheme, a Chief Officer consults with the appropriate Cabinet Member they must sign the form so as to confirm that they have been consulted and that they agree with the proposed action. The signature of the Opposition Spokesperson should be obtained if required, to confirm that he/she has been consulted. Please refer to the MO Guidance.
2. **This form must not be used for urgent decisions.**
3. Where there is any doubt, Corporate Directors should err on the side of caution and seek advice from the Council's Monitoring Officer.