

HINCKLEY AND BOSWORTH BOROUGH COUNCIL  
ETHICAL GOVERNANCE AND PERSONNEL COMMITTEE

12 DECEMBER 2016 AT 6.30 PM

PRESENT: Mr LJP O'Shea - Chairman

Mr MB Cartwright, Mr WJ Crooks, Mr K Morrell and Ms BM Witherford

Officers in attendance: Rebecca Owen and Julie Stay

287 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillors Boothby, Nickerson and Wright.

288 MINUTES OF PREVIOUS MEETING

It was moved by Councillor Cartwright, seconded by Councillor Crooks and

RESOLVED – the minutes of the meeting held on 28 October 2016 be confirmed and signed by the Chairman.

289 DECLARATIONS OF INTEREST

No interests were declared at this stage.

290 FLEXI TIME POLICY

The updated flexi time policy was presented to the committee and it was noted that the main changes were the removal of core time and a change to the accrual of flexi time and carry forward rules.

A member expressed concern that 15 hours carry forward seemed a lot and suggested that, if an employee was regularly exceeding 15 hours, the manager should review workloads. He also felt that there should be limited circumstances in which a manager could use their discretion for a member of staff to carry forward more than 15 hours. In response, members were informed that managers should be reviewing carry forwards of accrued flexi time and workloads on a monthly basis anyway and it was felt that discretion was necessary for a manager.

Discussion ensued on the maximum time for a lunch break of two hours, and it was noted that whilst most staff had a half hour lunch break, there was the option for longer subject to office cover, and that this also helped some people to use excess flexi time.

It was moved by Councillor Crooks and seconded by Councillor Witherford that the policy be approved but reviewed again in 12 months. Upon being put to the vote, the motion was CARRIED and it was

RESOLVED –

- (i) the updated flexi time policy be approved;
- (ii) the policy be reviewed by the Ethical Governance and Personnel Committee in 12 months.

291 TIME OFF IN LIEU (TOIL) POLICY

Members received the Time off in Lieu (TOIL) policy, which had been established to formalise current practice and to ensure consistency. It was moved by Councillor Cartwright, seconded by Councillor Crooks and

RESOLVED – the Time off in Lieu policy be approved.

292 PERSISTENT AND UNREASONABLE COMPLAINANT BEHAVIOUR POLICY

In presenting the updated persistent and unreasonable complainant behaviour policy the main changes were highlighted as the insertion of a sentence to enable the policy to be applied to all customers, not just those going through the formal complaints process, inclusion of additional examples of unreasonable behaviour, and an additional stage whereby an informal warning may be issued.

A member referred to section 5 of the policy and the allowance of ten working days to challenge the decision to apply the persistent and unreasonable complainant behaviour policy and suggested that the timescale be extended to 21 days. This was supported and it was

RESOLVED – the policy be approved with the amendment of section 5 to extend the timescale for challenging the decision to apply the policy.

(The Meeting closed at 7.10 pm)

---

CHAIRMAN