

COUNCIL OVERVIEW BOARD

Item under consideration: AGENCY WORKERS

Date Considered: 5 November

At its meeting on 5 November 2015, the Council Overview Board scrutinised the Council's agency worker arrangements and spend. The Board considered the service areas where there is highest spend on agency workers and the reasons for using agency workers to meet staffing demands.

Members recognised the work being undertaken by officers in HR&OD to address issues with agency workers and acknowledged the need for some agency staff in order to maintain a flexible and adaptable workforce. It was noted that agency workers could play an important role covering periods of sickness or annual leave, short term projects, where skills are scarce and covering vacancies during recruitment.

The Chairman of the Economic Prosperity, Environment & Highways Scrutiny Board raised particular concerns about the need for agency staff in the Highways Service to fill vacancies resulting from a number of reorganisations. Staff had provided anecdotal feedback that frequent changes in personnel caused by reorganisations led to a level of disruption and decreased morale. The Board stressed the importance of evolutionary change programmes and continuous improvement to avoid the need for frequent whole-scale restructures.

Therefore, the Council Overview Board recommends to the Cabinet, that:

The frequency of reorganisation within the Environment & Infrastructure Directorate be considered and managed to avoid an impact on:

- **The morale and wellbeing of Highways staff**
- **The ability of the service to carry out priority highway maintenance**

David Munro

Chairman of the Council Overview Board (at date of meeting)

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