

Cabinet Member Decision Notice - Public

Part A – to be provisionally completed prior to the meeting and finalised after the meeting following agreement with the decision maker.

1. **Decision Maker:** Cabinet Member for Resources, Enterprise and Economic Development, Councillor Graham Swift
2. **Date of the Decision:** Friday 4 November 2022
3. **Subject (title and description):** Local Taxation – Provision of temporary staffing resource
4. **Did the decision maker declare an interest?** No
5. **Lead Officer:** Revenues, Welfare and Customer Services Manager, Julie Gillett
6. **Was all or any part of the report exempt?** No

If yes, is there an Exempt Decision Notice? N/A

7. **The Decision:**

Councillor Swift confirmed he had seen the report prior to the meeting and his decision was to agree the recommendation outlined in the report:

To approve use of New Burden funding for:

- Provision of up to 2.5 FTE temporary staffing provision until 31 March 2023 to provide additional resource into the local taxation team.

8. **RECOMMENDED REASONS FOR DECISION**

To provide additional temporary staffing within the Local Taxation team to tackle the work backlog, improving customer service and helping to reduce the number of complaints received.

To help us meet corporate objective of providing an excellent public service.

New Burden funding has been provided by the Government as a result of the work required to administrate the Covid Business grant schemes and energy rebate work. The majority of the work undertaken has been from within existing resource. The proposed use of this funding will invest back into the teams with a view to reduce backlog and improve performance for the benefit of our customers.

9. **Alternative Options Considered and Rejected:**

To continue without additional resource will reduce ability to clear work backlog, furthering the delay in response times for customers and increasing number of complaints.

10. **Is this a Key Decision:** No

If yes, please state Forward Plan reference number: N/A

Part B – Key Decisions Only – *to be completed by Democratic Services*

11. **Is the decision subject to call in:** No

12. **End of the Call-In Period:** N/A