

**ANGUS COUNCIL**

**RESOURCES AND CENTRAL SERVICES COMMITTEE**

**11 MARCH 2004**

**SUBJECT: REVENUES DIVISION STAFF TRAINING AND AREA OFFICE SUPPORT**

**REPORT BY DIRECTOR OF FINANCE**

**Abstract: This report advises the Committee of the difficulties in both delivering the required staff training programmes and supporting Area Office staff.**

**In order to overcome these difficulties this report seeks approval to establish a new post utilising funding authorised as part of the budget setting process.**

**1 RECOMMENDATION**

1.1 It is recommended that the Committee –

- (i). note the difficulties in delivering adequate staff training and support for Area Office staff;
- (ii). approve the establishment of an additional post of Revenues Officer Grade AP4 (FIN11J65); and
- (iii). note that funding has been approved as part of the budget setting process.

**2 BACKGROUND**

2.1 The Committee will be aware of previous reports outlining additional workloads in benefits administration.

2.2 These reports also highlighted the complexity and constant ongoing changes in benefits administration.

2.3 There are now insufficient resources available to provide ongoing training for all staff and a complete training programme for recently recruited staff.

2.4 In addition the resources available for supporting Area Office staff have greatly diminished as the level of change has increased.

2.5 If this trend were allowed to continue the service to benefit claimants would undoubtedly suffer.

2.6 The Government has intimated that fundamental ongoing changes in benefits administration will continue for the foreseeable future. The resourcing difficulty will not therefore diminish.

2.7 The establishment of an additional post will allow a full and more structured set of training programmes to be developed for all staff thereby ensuring quality of service to the public.

**3 FINANCIAL IMPLICATIONS**

3.1 1 x AP4 including on costs £24,000 (Full Year)

A bid in respect of the above was approved by the Council as part of the budget process for 2004/05.

**4 HUMAN RIGHTS IMPLICATIONS**

4.1 There are no human rights implications arising as a result of this report.

**5 CONSULTATION**

5.1 The Chief Executive, Director of Law and Administration and Personnel Services Manager have all been consulted in the preparation of this report.

**NOTE**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

DSS/DW/FC

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