



Pay and Productivity Agreement 2018

Collective Agreement between

North West Leicestershire District Council

and

UNITE

Signed on 3rd May 2018

Amended on 9th January 2020

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL (Final version at 24 April 2018)

HOUSING ASSET MANAGEMENT TEAM – PAY AND PRODUCTIVITY AGREEMENT

1. SUMMARY

1.1 This Scheme will replace the current Modern Workforce Agreement (MWA) Scheme introduced in October 2006 for the following groups of craft workers:

- Plumbers
- Electricians
- Bricklayers
- Painters
- Carpenters
- Plasterers

1.2 The Scheme does not replace:

- Nationally agreed terms and conditions (the Red Book);
- Nationally determined pay awards;
- Other terms and conditions of service that will continue to apply.

2 CONTEXT

2.1 Since the existing Scheme was introduced in 2006 the Council has completed a major £39 million capital investment programme in its housing stock to achieve the Government's Decent Homes Standard by 31 March 2015. The Council has an ongoing commitment to maintain this Standard to all of its homes and therefore continues to invest in a major annual capital programme.

2.2 The vast majority of the Decent Homes investment programme that has been delivered to date has been outsourced and provided through contractual arrangements with two national building contractors that ended in September 2017.

2.3 In addition the delivery of the Council's day to day repairs and maintenance service is currently supported by an external contractor which currently undertakes up to 20% of the value of repairs and maintenance work carried out to the Council's homes each year, and also provides the emergency out of hours repairs service.

2.4 The Council is committed to moving towards a delivery model through which the majority of the following services are carried out through its own directly employed workforce and only by exception is work outsourced:

- Day to day repairs and maintenance services excluding out of hours emergency work;
- Repairs and maintenance to achieve the lettable standard to empty homes;
- Capital improvement works;

2.5 The Council also has long term aspirations to provide repairs and maintenance services to external customers on a commercial basis. This will hopefully lead to further employment growth and income earning opportunities.

2.6 The commitment to this delivery model does however, require in-house service delivery options to be able to demonstrate that they:

- Support the Council's Vision and Values;
- Meet tenants' expectations;
- Provide the most economically advantageous delivery model;
- Provide Value for Money;
- Perform at a level which benchmarks favourably with the best performers across the industry.

2.7 All repairs and maintenance services will be measured through a consistent range of KPIs, quality controls and financial measures. The performance requirements and performance management arrangements adopted by the Council will be applicable regardless of the delivery model.

3 Service Performance Levels

3.1 Tenant expectations for the way the Council delivers its repairs and maintenance service, empty homes service and capital investment programme have changed since the original Scheme was introduced in 2006.

3.2 Tenants are now far more actively involved in shaping service delivery and monitoring and reviewing outcomes. Aside from individual satisfaction surveys at the point of service delivery and the bi-annual STAR Survey of tenants' views and perceptions, the Council also use the Tenant Scrutiny Panel, Repairs Working Group and latterly the Landlord Services Working Group to influence and shape how services are delivered.

3.3 The key performance indicators (KPIs) used by tenants to measure the service they receive are indicated below and outcomes are also compared through national benchmarking services such as HouseMark for tenants to be able to compare how the services they receive compare with other tenants' experiences across the country.

KPIs for the Repairs Service

- The proportion of tenants satisfied with the overall repairs service;
- The proportion of tenants satisfied with the service they received for the last repair completed to their home;
- The proportion of all repairs completed within target;
- The proportion of emergency repairs completed within target;
- The proportion of urgent repairs completed within target;
- The proportion of routine repairs completed within target;
- The proportion of minor works repairs completed within target;
- The proportion of repairs appointments made and kept;
- The proportion of repairs completed right first time;

Empty Homes Service

- The average time taken to complete works on empty homes to achieve the lettable standard;
- The proportion of new tenants satisfied with the condition of their new home;

Capital Improvement Works

- The proportion of tenants satisfied with the quality of improvement work carried out to their home;
 - The proportion of capital investment work completed within target;
 - The proportion of capital investment work completed right first time;
- 3.4 All KPIs, quality control assessments and financial assessments will be measured, monitored and reported transparently using consistent and shared methodologies. Information will be published on an open platform and shared throughout the Housing Asset Management Team, and all members of the team will be supported and encouraged to participate in all aspects of the performance management framework. Individual performance information and data will be anonymised as appropriate and some individual performance information may only be discussed on an individual basis and through 1:1s.
- 3.5 Tenants' expectations regarding the hours the repair service is available have also changed and it is expected that a full service should be available during core business hours from Monday to Friday. The service also needs to be flexible to allow appointments outside the current 8am to 4pm Monday to Friday arrangement.

4 Value for Money and Productivity

- 4.1 To achieve the Council's objective to deliver more work through its own workforce this Scheme needs to support the service to provide the most economically advantageous delivery model for the Council and to achieve Value for Money.
- 4.2 The delivery model must therefore be run on a more commercial basis and the introduction of a trading account with effect from 1 April 2017 has enabled the service to identify the income and therefore the productivity that the team and each individual within it needs to generate to contribute to the efficiency and effectiveness of the service as a whole.
- 4.3 Individual performance measures that reflect these income and productivity requirements and also support the overall service performance indicators are therefore paramount. To support this a balanced score card approach will be adopted for each craft worker. The 'Resource Scorecard' currently on the Council's IT system will be utilised to produce the balanced score card which will include:
- First Time Fix
 - number of repair jobs completed on first visit without leaving the job
 - follow on jobs as a percentage of total jobs completed
 - number of empty homes/planned work completed without defects
 - Appointments – made and kept
 - Quality of Work – percentage of work passing post inspection
 - Compliments
 - Proven Complaints
 - Tenant Satisfaction – independently collected data per operative for completed work
 - Sales – craft worker income/productivity per month/quarter/annum
 - Non Productive Time – percentage of time spent travelling to collect materials, percentage of time travelling, sickness and absence
 - Presentation – uniform, wearing ID, tidiness and cleanliness of van

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- Business Processes – use of smart phones and Oneserve, timesheets, administration and back office processes, timeliness of information, liaison with Asset Management Support Officers (Work Planners/Schedulers)

4.4 Key performance indicators have been developed to measure the above and support the aim of a high performing, upper quartile organisation. The balanced score card will be delivered by craft workers who are fully skilled in their own, core trade skills and supplemented by completing a range of tasks drawn from other craft trade work areas. The results of the balanced scorecard will also affect the efficiency rating set up on Oneserve for the craft workers.

4.5 It is proposed to continue to align the IRT craft operative pay scales to the Council's salary grades D to E but introduce relevant spinal column point positions (from £21,510.01 to £28,804.88) for each trade based on multi-skilling assessments and performance as outlined in the new Pay and Productivity Agreement. The proposed pay scales for a 37 hour week are highlighted in the table below for each trade:

Trade	Level 0 (Multi Skilling)	Level1 (Multi Skilling)	Level 2 (Multi Skilling)
Bricklayer	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Carpenter	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Painter	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Plumber with ACOP	22,031.44 (22 inc allowance)	24,110.59 (25 inc allowance)	25,688.57 (27 inc allowance)
Plumber no ACOP	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Plasterer	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Electrician	22,455.36 (22 inc allowance)	24,534.51 (25 inc allowance)	26,112.49 (27 inc allowance)

4.6 Progression beyond spinal column point 27 for a level two multi skilled bricklayer, carpenter, painter, plumber or electrician would subsequently be career graded as outlined in the Pay and Productivity Agreement through to the top banding of grade E (spinal column point 31). This would essentially be based on a basket of KPIs covering each operative's productivity level, quality of work and customer service.

Grade	Spinal Column Point	Salary	Hourly Rate
D	22	£21,510.01	£11.15
	23	£22,141.82	£11.48
	24	£22,864.47	£11.85
	25	£23,589.16	£12.23
	26	£24,359.78	£12.63
E	27	£25,167.14	£13.04
	28	£25,989.82	£13.47
	29	£27,017.66	£14.00
	30	£27,951.58	£14.47
	31	£28,804.88	£14.93

- 4.7 Pay differentials for electricians and plumbers with the appropriate ACOP standard will continue to be paid as follows in line with the 'Red Book' agreements including annual uplifts:

Electricians

In addition to the rates set out in paragraph 4.6 above, an electrician, who is required to perform exacting diagnostic work over a wide range of modern electronic and control equipment, in addition to more usual maintenance or new work, will be paid an additional rate of £0.49 per hour.

For a standard 37 hour working week this equates, at current rates, to an additional £18.13 per week and £945.35 per annum.

This payment will only apply while the employee holds the required industry certification.

Plumbers

A plumber who has met the appropriate ACOP standard and holds a Registration Card, who is required on a regular and ongoing basis to use those skills on gas related work, will be paid a supplement of £10.10 per week.

This equates to an additional £521.43 per annum.

This payment will only apply while the employee holds the required industry certification.

5. SKILL LEVELS (MULTI - SKILLING)

- 5.1 The Scheme is based upon an assessment of each craft worker on their ability to complete both their core skills for their particular trade and against a range of additional tasks drawn from other craft trade work areas.
- 5.2 These core skills and additional tasks have been reviewed and revised to support the new ambitions for the service and as a consequence they are now aligned to industry standards and therefore both more realistic and achievable. The detail of the core skills and multi-task activities for each trade area are attached as Appendices 1 to 7 of this document.
- 5.3 The Scheme assumes that each worker is fully skilled in the core skills or competences for their particular trade. This will mean each worker is able to complete all tasks defined as "core skills" in the skills list. This will include all activities specified on the current job description for the particular job. Job descriptions for each trade will be revised as necessary to align to the arrangements agreed in this Scheme. These revisions will be carried out in consultation with the Trades Unions and staff affected as part of the agreement process for this Scheme.
- 5.4 There will be three levels to the Scheme:

Level 0 – This is the base salary level for each craft trade. At this level the worker will be competent in the core skills for their specific trade. A worker at this level will not be required to complete multi-skilling in other trade areas.

Level 1 – At this level the worker will be expected to be competent in the core skills for their specific trade and have reached a score of 50% or more of the identified multi-skilling for their trade area.

Level 2 - At this level the worker will be expected to be competent in the core skills for their specific trade and have reached a score of 90% or more of the identified multi-skilling for their trade area.

6. MULTI- SKILLING LEVELS IN EACH TRADE AREA.

- 6.1 The table below shows the number of identified multi-skilling areas for each trade, and the number required to achieve each level of the scheme.

Trade	Total number of multi-skilled activities	Level 1. (50%)	Level 2. (90%)
Plumber	26	13	23
Plumber with ACOP	27	14	24
Electrician	32	16	29
Bricklayer	30	15	27
Painter	26	13	23
Carpenter	21	11	19
Plasterer	30	15	27

- 6.2 Unless by exception, we will recruit all craft workers on a permanent basis after the adoption of this Agreement on the basis of new starters achieving and maintaining Level Two from the date that they commence work for the Council to the date at which their employment ends.
- 6.3 Where possible to support the growth agenda and productivity requirements new staff appointed to the workforce will be expected to operate at respective level two skill sets. This will be tested and assessed at the point of recruitment and through the induction and probationary periods, with appropriate support from Chargehands and Team Leaders. There may be occasions where recruitment would occur at a lower skill set level and individuals would be trained to up to a higher level if required to assist with recruitment in skill shortage areas. If during the probationary period for new employees it becomes apparent that the craft operative cannot deliver level 2 skills, there will be an option available to adjust pay to reflect the assessed skill level, this would be supported by a training and development plan to move the craft operative to the required level.

7. ASSESSMENT

- 7.1 Each worker will be assessed to determine their initial entry level to the scheme. The formal assessment process commences initially with an individual self-assessment by the worker. The self-assessment will then be discussed with the respective Chargehand and will be tested against work that has been carried out by the craft worker over the previous twelve month period. This may also include outcomes from quality assurance work, post inspections undertaken by Chargehands and Team Leaders and tenant feedback.
- 7.2 It is anticipated that outcomes of the assessments will be agreed between the Chargehand and the craft worker, including any training requirements if appropriate. The assessment process and the appeals process will be supported by appropriate input from respective Team Leaders, the Repairs and Maintenance Manager and / or

the relevant Team Manager. Trades Union representation support or similar will also be incorporated into the process if required by the worker or appropriate.

- 7.3 The assessment will be based on factual and technical information that is evidenced and transparent to all parties concerned. Such information will have been gathered, shared and discussed between all parties on an ongoing basis over the previous 12 month period through individual 1:1s and through Reflection meetings.
- 7.4 A summary outline of the assessment process will be as follows:-
- The individual employee will self-assess against the relevant list of multi-task areas.
 - The self-assessment will be based upon the workers capability to perform each of the multi-skills in the relevant list, even if the actual work completed has not required them to exercise that skill during the previous assessment period.
 - The employee will submit the self-assessment to their Chargehand for verification.
 - The Chargehand will arrange to meet with the employee to discuss the self-assessment. A jointly agreed list of multi-skill competences will be signed by the employee and the Chargehand. This will be supported by on site observations and documentation of the work completed at specific addresses supported by photographs and a portfolio of evidence that will be transparent and shared with each worker on an ongoing basis.
- 7.5 The self-assessment and joint agreement with the Chargehand will use the following ratings:
- Score 3 = Competence Proven
 - Score 2 = Improver – part competent and further training or experience required
 - Score 1 = Not competent but willing to undertake training
 - Score 0 = No interest in undertaking this Additional Task
- 7.6 The timescale for training and development will be graded according to the following scale:-
- Score 2 = completed within 3 – 6 months
 - Score 1 = completed within 6 – 12 months
- 7.7 In the event of a disagreement between the Chargehand and the employee on the competence of the employee, the matter will be referred to the Repairs and Maintenance Manager for determination. In order to demonstrate proven competence, the additional skills need to be completed to a standard consistent with the Cskills Award Level 2 Diploma in Building Maintenance, Multi-trade Repair and Refurbishment Operations, and the relevant skills test, or equivalent.
- 7.8 The Repairs and Maintenance Manager will convene a joint meeting with the employee and the Chargehand to discuss the differences, and where possible agree a process of dispute resolution. The employee can elect to involve a trade union representative or colleague at the meeting if desired.
- 7.9 Following the meeting, or at the end of the process, the Repairs and Maintenance Manager will write to the employee (with a copy to the relevant trade union representative) to confirm the outcome within 5 working days of the meeting.
- 7.10 The employee will have a final right of appeal to the relevant Team Manager if he/she remains dissatisfied with the outcome of the meeting with the Repairs and

Maintenance Manager. In these circumstances the employee must register, in writing, details of the appeal within 20 working days of the date of the letter from the Repairs and Maintenance Manager. A meeting will be convened as soon as possible (normally within 15 working days) of receipt of the employees appeal. The Repairs and Maintenance Manager, the Chargehand, the employee (and a trade union representative or colleague if desired) will attend the meeting with the Housing Technical Services Manager.

- 7.11 The decision of the relevant Team Manager will be given to the employee (with a copy to the relevant trade union representative) normally within 5 working days of the meeting.

8. TRAINING AND DEVELOPMENT.

- 8.1 The scheme is based on an expectation that workers will normally become more experienced in multi-tasking in the skills identified for their work area, and therefore make progress from Level 0 to Level 1 and then to Level 2.
- 8.2 If any worker requires support, training and guidance to fully maintain the core skills, then this will be discussed with management with the involvement of the relevant trade union representative (if requested) and an action plan will be agreed to enable the worker to achieve the necessary competence within an agreed time-frame. In these circumstances, consideration will be given to the assignment of a mentor to assist in the improvement process.
- 8.3 An agreed training plan will be prepared for each worker to identify the tasks required for further development and improving competence. When training has been completed and competence demonstrated, the employee's multi-skill list will be updated. The additional skills will be completed to a standard consistent with the Cskills Award Level 2 Diploma in Building Maintenance, Multi-trade Repair and Refurbishment Operations, and the relevant skills test, or equivalent. When an employee completes the required number of tasks to move to a new financial band, the Chargehand will recommend to the Repairs and Maintenance Manager that the employee should be accordingly advanced.
- 8.4 Upon completion of a training plan for a craft worker to increase skills sets a re-assessment will be undertaken to determine whether the training has achieved the pre-agreed outcomes. If it is agreed that an increase in skills sets to a new level has been achieved any increased payments will commence at the point at which the skills sets were achieved.
- 8.5 If a worker has been assessed as being competent in a multi-skills but evidence comes to light of concerns in that area of competence, then the concern will be discussed with the worker and measures will be implemented to rectify the position. This would occur every 12 months at the Reflections Performance meeting held annually in the first quarter of the financial year. These may include refresher training and will subsequently involve a reassessment of competence in the relevant multi-skill areas. If concerns about competence continue then the Chargehand will recommend to the Repairs and Maintenance Manager that the relevant multi-tasks be removed from the workers multi-skill list. If the number of skills removed from a workers multi-skill list takes that individual below the threshold for a financial band, then their banding will be accordingly reduced. Such a reduction will be limited to a maximum of one financial band per employee in any single financial year.

9. CONDITIONS OF SERVICE IMPLICATIONS

- 9.1 Overtime hours will be paid according to the "Red Book". All overtime will be based upon the multi-skilling and career graded pay rate that the craft operative is paid. During overtime hours, employees will undertake a full range of multi-skill work as determined for their skill level. This will include the work completed on the out of normal hour's duty rota for emergency work.
- 9.2 No additional payments will be made for working in poor conditions. This element has been incorporated into the multi-task agreement.
- 9.3 The annual Tool Allowances for each trade area is included in the consolidated salary for each of the employee groups. The Employer shall provide the additional tools to complete the multi task elements. These tools shall be recorded on an inventory and issued on the basis that they remain in the ownership of the Employer. The tools provided shall be of a quality that is consistent with a mid-range provision in cost and suitable to complete the multi task activity.

10. WORKING HOURS.

- 10.1 All craft operatives within the repairs service will be required to work a 37 hour week in a flexible way to enable the service to be delivered, and appointments to be offered to tenants, between 8am and 6.00pm Monday to Friday. In addition, a limited number of appointments for small repair jobs will be offered to tenants from 6pm to 8pm on a Thursday evening. Appointments during these premium periods will be primarily for tenants where their working hours, caring responsibilities or training commitments make it difficult for them to make appointments during normal working hours.
- 10.2 Craft operatives and staff within the service will operate flexible working hours and working patterns to meet the demands of the service across these hours.
- 10.3 Details of the operation of the scheme can be found in Appendix 2. The scheme will be designed to offer flexibility to both operatives and the Council.

11 ANNUAL LEAVE

- 11.1 Annual Leave will be expressed as hours and booked as such. Additional leave entitlement will be accrued with all overtime hours worked.

12 OUT OF HOURS EMERGENCY REPAIRS SERVICE

- 12.1 The service operates 365 days of the year and has been developed to operate outside normal working hours dealing only with repair requests which are considered emergencies. Currently this service is covered by an external support contractor from 8.45pm to 8.00am seven days per week. The period from 4.30pm to 8.45pm Monday to Friday and 8.00am to 8.45pm on a Saturday and Sunday is currently covered on a voluntary basis by the in-house team.
- 12.2 It is proposed to continue with this arrangement provided that a minimum pool of volunteers from within the in-house team can be maintained at all times. The minimum pool required will be six trades operatives consisting of three electricians and three multi skilled plumbers and/or carpenters.

12.3 If at any point it is not possible to sustain and maintain this arrangement on a voluntary basis all of the out of hours service will be out-sourced moving forwards.

13. PAY PROTECTION

13.1 Pay protection will be provided for the first full 12 months of the operation of the revised scheme based on all current operatives being paid at Level 2 of the multi skill agreement. Following a reassessment in accordance with Section 7 of the multi skill activities covered in Appendices 1 to 7 then any support or remedial action will be in accordance with Section 8 Training and Development.

14. REVIEW OF THE SCHEME.

14.1 This scheme will be reviewed by the Employer and the Trade Unions every five years. The review will include re-assessment of the multi-task activities applicable to each trade area, with the expectation that these will change over time according to the demands of the jobs and the needs of the service and customers.

15. HEALTH AND SAFETY CONSIDERATIONS

15.1 The Employer NWLDC has to comply with their legal duties towards lone workers under:

- The Health and Safety at Work Act 1974;
- The Management of Health and Safety at Work Regulations 1999

15.2 The Employer also has an obligation to monitor compliance and staff safety, and this includes implementing a robust system to ensure a lone worker has returned to their base or home once their task is complete.

15.3 The Health and Safety at Work Act 1974 requires Employers to take appropriate steps to ensure the health and safety of their employees and others who may be affected by their activities when at work. This includes the time when they are driving at work.

15.4 We will therefore introduce Fleet tracking. This will assist in managing the duty of care for lone workers and improving fleet optimisation, increasing vehicle security and driver safety, and improving fuel efficiency.

15.5 The Employer will also seek to accredit to membership of the Contractors Health and Safety Assessment Scheme (CHAS) to further ensure a safe working environment for its employees.

APPENDIX 1.

WORKFORCE DEVELOPMENT SCHEME: CARPENTER

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Construct suspended timber floors to ground & first floor levels, including joists, strutting, decking and trimming to openings, including repair and maintain.	Plumbing in sink top and associated waste works				
2	Repair pitched roof structures in traditional & trussed rafter forms of construction.	Renew taps to sinks, hand basin or baths including waste and traps				
3	Construct flat roofs, including joists, decking, fascia, soffit & waterproof membrane, including repair and maintain.	Remove, renew or refit sanitary ware				
4	Manufacture & install timber stair flights, including associated handrails & balustrades, including repair and maintain.	Renew wall tiles from bath edge / worktop to ceiling and sink area				
5	Erect internal partitions in stud or proprietary systems, including insulation plasterboard formation of openings, skirting, architrave and hanging of doors, including repair and maintain.	Renew vinyl floor tiles up to 20 sqm including hack up				
6	Fit external & internal doors, ironmongery, frames, casings, cupboard fronts etc., including repair and maintain.	Renew / repair gutters and down pipes				
7	Remove, refit and renew ironmongery	Painting by brush and roller, including making good to repaired areas.				
8	Renew and install kitchen units , including worktops	Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish				
9	Cut out for inset sinks	Chop out isolate bricks up to 10 and renew including repointing joints				

10	Repair and/or renew fencing	Chop Off/ plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				
11	Measure and renew sealed glazing units	Renew sarking felt, battens and tiles to pitched roofs up to one sqm.				
12	Measure and renew glass	Chop out and renew floor screed up to one sqm including hack up				
13	Fit replacement PVCu window frames and window board	Lay self-levelling compound (eg.Ardit, Ardex) to receive a floor finish				
14	Renew timber/PVCu fascia, soffit and bargeboard	Erect new metal line post or rotary drier, including socket				
15	Renew handrails and grab rails	Remove & refit radiator / Bleed Radiators				
16	Lay loft insulation	Replace corrugated roof sheets				
17	Fit insulation jackets to cylinders & tanks	Cut out and make good cracks to ceilings, walls and floors				
18	Board up property	Treat joists with Cuprinol or similar preservative				
19	Renew garage door	Unblock sink & bath wastes and renew, if necessary				
20	Fit (and manufacture if required) new gates and repair and maintain existing gates	Renew ball valves				
21	Renew airing cupboard shelves	Safe isolation of hot and cold water system and drain down.				
22	Inspect roof for leaks and make temporary repair					
23	Fit key safe to any surface					
24	Erect system scaffold up to 5m high (subject to PASMAS trained standard).					
25	Carry out mould treatment work					
26	Any other duties consistent with the Carpentry trade and current regulations / training ie City in Guilds Carpentry and Joinery (Site) Diploma Level 2					

WORKFORCE DEVELOPMENT SCHEME: PAINTER

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Prepare internal & external surfaces for decoration	Change skirting board, including cut mitres				
2	Painting by brush and roller	Remove, cut and fit architrave, including trim to airing and cupboard fronts				
3	Apply paint systems by spray	Remove and refit doors, including doors to airing and cupboard fronts				
4	Use appropriate PPE, including respirators for confined spaces	Remove, refit and renew ironmongery				
5	Apply stain to timber surfaces	Remove / replace kitchen units, including worktops for associated work				
6	Apply textured finishes to walls & ceilings	Plumbing in sink top and associated trap and waste				
7	Remove existing wall covering (excluding Artex), prepare and hang wallpaper	Safe isolation of hot and cold water system and drain down.				
8	Hang textured papers to walls & ceilings	Renew taps to sinks, hand basin or baths including waste and traps				
9	Carry out special finishes (e.g. graining, marbling), etc.	Remove, renew or refit sanitary ware				
10	Erect system scaffold up to 5m high (subject to PASMAS trained standard).	Renew wall tiles from bath edge / worktop to ceiling and sink area.				
11	Lay loft insulation	Renew floor tiles up to one sqm				
12	Treat joists with Cuprinol or similar preservative	Renew gutters and down pipes				
13	Remove & refit radiator	Fit key safe to any surface				
14	Carry out mould treatment work	Chop out isolate bricks up to 10 and renew, including re pointing to joints.				
15	Any other duties consistent with the painting trade and current regulations / training ie City in Guilds Painting and Decorating Construction Diploma Level 2.	Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				

16		Chop out and renew floor screed up to one sqm				
17		Lay self-levelling compound (eg.Ardit, Ardex) to receive a floor finish				
18		Erect new metal line post or rotary drier, including socket				
19		Plasterboard and skim walls and ceilings, including remove defective or damaged plasterboard to repair and apply plaster finishes.				
20		Renew handrails and grab rails				
21		Board up property				
22		Take up and replace floorboards or chipboard flooring, including plywood over boarding				
23		Renew airing cupboard shelves				
24		Box-in pipes				
25		Unblock sink & bath wastes and renew, if necessary				
26		Renew bath panels including studding and supporting framework				

WORKFORCE DEVELOPMENT SCHEME: PLUMBER

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Install sanitary appliances including baths, showers, WHB & WC suites, including repair and maintain.	Change skirting board, including cut mitres				
2	Install above ground drainage including SVP, gutters & downpipes, including repair and maintain.	Remove, cut and fit architrave including trim to airing and cupboard fronts				
3	Install cold water systems in accordance with Water Bylaws, including repair and maintain.	Remove and refit doors including doors to airing and cupboard fronts				
4	Install hot water systems including cylinders, tanks & stands, including repair and maintain.	Remove, refit and renew ironmongery				
5	Form lead flashings, gutters, upstands and aprons, etc., including repair and maintain.	Fit kitchen units, including worktops – not to include a full kitchen				
6	Plumb in sink top or re bed/reseal existing	Renew wall tiles from bath edge / worktop to ceiling and sink area				
7	Cut out for inset sink	Renew floor tiles up to one sgm				
8	Renew taps to sinks, hand basin or baths	Painting by brush and roller, including making good to repaired areas.				
9	Lay loft insulation	Chop out isolate bricks up to 10 and renew, including re pointing to joints				
10	Fit insulation jackets to tanks and cylinders	Inspect roof for leak and make temporary repair				
11	Unblock sink & bath wastes and renew, if necessary	Renew sarking felt, battens and tiles to pitched roofs up to 1m sq				
12	Renew ball valves and overhaul cisterns	Repair and renew paving following a leak on an underground pipe				
13	Renew bath panels including studding and supporting frame work	Renew drainage				
14	Drain down plumbing & heating systems	Chop out and renew floor screed in patches up to one m sq				
15	Repair leaking pipes	Lay self-levelling compound (eg.Ardit, Ardex) to receive a floor finish to Kitchen or Bathroom				

16	Renew circulating pump	Erect new metal line post or rotary drier, including socket				
17	Bleed radiators & repair/replace valves	Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes.				
18	Remove & refit radiator	Box in Pipes				
19	Renew radiator	Cut out and make good cracks to ceilings, walls and floors				
20	Erect system scaffold up to 5m high (subject to PASMAS trained standard).	Take up and replace floorboards or chipboard flooring, including plywood over boarding				
21	. Carry out mould treatment work	Treat joists with Cuprinol or similar preservative				
22	Any other duties consistent with the Plumbing trade and current regulations / training ie City in Guilds Plumbing Diploma Level 2	Renew airing cupboard shelves				
23		Renew handrails and grab rails				
24		Board up property				
25		Fit key safe to any surface				
26		Install & commission alternative heating appliances e.g. electric boilers, air source heat pumps (subject to relevant qualification for the appliance e.g. Microgeneration Certification Scheme (MCS))				

WORKFORCE DEVELOPMENT SCHEME: PLUMBER (with ACOP)

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Install sanitary appliances including baths, WHB & WC suites	Change skirting board, including cut mitres				
2	Install above ground drainage including SVP, gutters & downpipes	Remove, cut and fit architrave including trim to airing and cupboard fronts				
3	Install cold water systems in accordance with Water Byelaws	Remove and refit doors including doors to airing and cupboard fronts				
4	Install hot water systems including cylinders, tanks & stands	Remove, refit and renew ironmongery				
5	Chop out and fit gas vent	Fit kitchen units, including worktops – not to include a full kitchen				
6	Install & commission gas-fired boilers (including condensing system and combination types) and associated heating systems.	Renew wall tiles from bath tops / worktop to ceiling and sink areas.				
7	Install & commission alternative heating appliances e.g. electric boilers, air source heating etc. (subject to relevant training and qualifications)	Renew floor tiles up to one sqm				
8	Form lead flashings, gutters, upstands and aprons, etc.	Painting by brush and roller, including making good to repaired areas				
9	Plumb in sink top	Repair and prepare small areas (up to two sqm) of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish				
10	Cut out for inset sink	Chop out isolate bricks up to 10 and renew, including re pointing to joints				
11	Renew taps to sinks, hand basin or baths	Inspect roof for leak and make temporary repair				
12	Lay loft insulation	Renew sarking felt, battens and tiles to pitched roofs up to 1m sq				
13	Fit insulation jackets to cylinders and tanks	Repair and renew paving following a leak on an underground pipe				

14	Unblock sink & bath wastes and renew, if necessary	Repair drainage				
15	Renew ball valves	Chop out and renew floor screed in patches up to one m sq				
16	Renew bath panels including studding	Lay self-leveling compound (eg.Ardit, Ardex) to receive a floor finish				
17	Drain down plumbing & heating systems	Erect new metal line post or rotary drier, including socket				
18	Repair leaking pipes	Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				
19	Renew circulating pump	Box-in pipes				
20	Bleed radiators & repair/replace valves	Renew airing cupboard shelves				
21	Remove & refit radiator	Take up and replace floorboards or chipboard flooring, including plywood over boarding				
22	Renew radiator	Cut out and make good cracks to ceilings, walls and floors				
23	Check gas heating, including system controls	Renew handrails and grab rails				
24	Erect system scaffold up to 5m high (subject to PASMAS trained standard).	Board up property				
25	Carry out mould treatment work	Treat joists with Cuprinol or similar preservative				
26	Any other duties consistent with the Plumbing trade and current regulations / training ie City in Guilds Plumbing Diploma Level 2 and to meet Gas Safe regulations.	Fit key safe to any surface				
27		Install & commission alternative heating appliances e.g. electric boilers, air source heat pumps (subject to relevant qualification for the appliance e.g. Microgeneration Certification Scheme (MCS)).				

WORKFORCE DEVELOPMENT SCHEME: BRICKLAYER

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Excavate & pour concrete foundations for external, internal or boundary walls, including repair and maintain	Change skirting board, including cut mitres				
2	Construct external walls in cavity walling and solid wall construction, including DPC and formation of openings, including repair and maintain	Remove, cut and fit architrave including trim to airing and cupboard fronts				
3	Excavate, prepare sub-base & lay solid ground floors, including provision of insulation & DPM, including repair and maintain	Remove and refit doors including doors to airing and cupboard fronts				
4	Construct internal walls, including load-bearing, non-load-bearing & dwarf walls, including repair and maintain	Remove, refit and renew ironmongery				
5	Carry out a variety of finishes to internal floors & ceilings and internal & external walls, including repair and maintain. Finishes to include re pointing plastering and rendering	Repair and / or renew fencing / gates				
6	Set out & construct fireplace openings & flues for solid fuel & gas-fired appliances, including fireplace hearths & surrounds, including repair and maintain. (Specification to be determined by a qualified Gas Safe or HETAS engineer)	Repair / clear / renew downpipes and gutters.				
7	Demolish / Construct chimney stacks including repair and maintain	Renew taps to sinks, hand basin or baths including waste and traps				
8	Build boundary walls, including foundations, DPC, piers, copings & capping's, including repair and maintain	Repair below-ground drainage systems for foul and/or storm water, including pipe runs, inspection chambers & manholes				
9	Renew and install wall tiles	Remove, renew or refit sanitary ware for associated works.				
10	Renew and install vinyl floor tiles	Lay loft Insulation				

11	Erect system scaffold up to 5m high (subject to PASMA trained standard)	Replace corrugated roof sheets			
12	Chop out isolate bricks and renew, including patch repair and repointing	Painting by brush and roller including making good to repaired areas.			
13	Rebed / renew manhole cover and frames	Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish.			
14	Inspect roof for leaks and make temporary repair	Renew flashing to roof junctions			
15	Renew sarking felt, battens and tiles to pitched roofs up to one sq m	Fit replacement PVCu window frames and window board			
16	Repair and renew paving	Renew timber/PVCu fascia, soffit and bargeboard			
17	Lay self-levelling compound to receive a floor finish	Renew handrails and grab rails			
18	Erect new metal line post or rotary drier, including socket	Remove and refit radiator			
19	Chop out and fit air brick and plaster vent	Board up property			
20	Chop out and fit gas vent (size and location to be determined by a Gas Safe qualified engineer)	Take up and replace floorboards or chipboard flooring, including plywood over boarding			
21	Repair concrete cill including shuttering	Treat joists with Cuprinol or similar preservative			
22	Carry out mould treatment work	Fit plastic porch covers			
23	Any other duties consistent with the Bricklaying / Wet Trowel trades in-line with current training regulations	Unblock sink & bath wastes and renew, if necessary			
24		Carry out all tarmac patching repairs			
25		Safe isolation of hot and cold services and drain down.			
26		Remove and replace kitchen cabinets and worktop if required for associated works.			
27		Fit key safe to any surface			
28		Repair and renew concrete paths, including tamped or trowelled finish			
29		Damp Inspections			
30		Clear blocked man-holes and gullies			

WORKFORCE DEVELOPMENT SCHEME: ELECTRICIAN

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Timescale For training	Date Achieved
1	Install power & lighting circuits, including MCB, RCD & consumer units, including repair and maintain.	Modify cold water pipework to electric shower including check valve following safe isolation				
2	Install immersion heaters including Economy 7 controls, including repair and maintain.	Change skirting board, including cut mitres				
3	Install electric shower units including repair and maintain.	Remove, cut and fit architrave including trim to airing and cupboard fronts				
4	Wire & connect 'Y' plan systems in conjunction with plumber, including repair and maintain.	Remove and refit doors including doors to airing and cupboard fronts				
5	Wire & connect gas-fired or electric boilers and circulating pumps, including repair and maintain.	Remove, refit and renew ironmongery				
6	Install extractor fans, including repair and maintain.	Remove / refit kitchen units, including worktops where required				
7	Install storage heaters, including repair and maintain.	Plumbing in sink top and associated waste and traps				
8	Test & report on electrical installations in properties, in accordance with NICEIC requirements.	Renew taps to sinks, hand basin or baths including associated waste.				
9	Lay loft insulation	Remove, renew or refit sanitary ware				
10	Renew circulating pump	Renew wall tiles up to 10				
11	Check controls to heating system.	Renew floor tiles Up to one sq m				
12	Erect system scaffold up to 5m high (subject to PASMA trained standard0	Renew gutters and down pipes				
13	Carry out mould treatment work	Bleed radiators				
14	Any other duties consistent with the Electrical trade and current regulations / training ie City in Guilds Electrician Installation Diploma Level 3.	Painting by brush and roller including making good to repaired areas				

15		Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish.				
16		Chop out isolate up to 10 bricks and renew , including re pointing to joints				
17		Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				
18		Chop out and renew floor screed in patches up to one sq m				
19		Lay self-levelling compound (eg.Ardit, Ardex) to receive a floor finish				
20		Erect new metal line post or rotary drier, including socket				
21		Cut out and make good cracks to ceilings, walls and floors				
22		Renew handrails and grab rails				
23		Board up property				
24		Take up and replace floorboards or chipboard flooring, including plywood over boarding				
25		Treat joists with Cuprinol or similar preservative				
26		Renew airing cupboard shelves				
27		Box in pipes				
28		Unblock sink & bath wastes and renew, if necessary.				
29		Renew ball valves				
30		Renew bath panels including studding and supporting framework				
31		Safe isolation of hot and cold water system and drain down.				
32		Repair leaking pipes				

WORKFORCE DEVELOPMENT SCHEME: PLASTERER

NAME

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Competence Proven (Rating 0-3)	Training Need? (Y/N)	Time scale For training	Date Achieved
1	Carry out a variety of finishes to internal floors & ceilings and internal & external walls, including dub out, render, float and set for plastering and rendering.	Change skirting board, including cut mitres				
2	Finish fireplace openings & flues for solid fuel & gas-fired appliances, including fireplace hearths & surrounds, including repair and maintain. (Specification to be determined by a qualified Gas Safe or HETAS engineer).	Remove, cut and fit architrave, including trim to airing and cupboard fronts				
3	Plasterboard and skim walls and ceilings	Remove and refit doors, including doors to airing and cupboard fronts				
4	Erect system scaffold up to 5m high (subject to PASMA trained standard).	Remove, refit and renew ironmongery				
5	Lay self-leveling compound (eg.Ardit, Ardex) to receive a floor finish.	Remove / replace kitchen units, including worktops for associated works				
6	Chop out and fit air brick and plaster vent	Plumbing in sink top including associated waste				
7	Chop out and fit gas vent (size and location to be determined by a Gas Safe qualified engineer)	Cut out for inset sink				
8	Repair concrete cill including shuttering	Renew taps to sinks, hand basin or baths and associated waste / traps				
9	Inspect roof for leaks and make temporary repair	Remove, renew or refit sanitary ware				
10	Erect new metal line post or rotary drier, including socket	Renew gutters and down pipes				
11	Carry out mould treatment work	Renew handrails and grab rails				
12	Any other duties consistent with the Plastering trade and current regulations / training ie City in Guilds Plastering Diploma Level 2	Painting by brush and roller including making good to repaired areas.				

13		Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish.				
14		Safe isolation of hot and cold services and drain down				
15		Board up property				
16		Take up and replace floorboards or chipboard flooring, including plywood over boarding				
17		Treat joists with Cuprinol or similar preservative				
18		Renew airing cupboard shelves				
19		Box-in pipes				
20		Unblock sink & bath wastes and renew, if necessary				
21		Renew ball valves				
22		Renew bath panels including Studding and supporting framework				
23		Repair leaking pipes				
24		Bleed radiators				
25		Fit key safe to any surface				
26		Install and renew wall tiles up to one sq m				
27		Install and renew floor tiles up to one sq m				
28		Chop out isolate up to 10 bricks and renew, including patch repair and repointing				
39		Lay loft insulation				
30		Remove & refit radiator				

Appendix 2

WORKFORCE DEVELOPMENT SCHEME: ROOFER NAME DATE.....

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Score 0	Score 1	Score 2	Score 3
1	Repair / renew / strip slate and tile roofs	Change skirting board, including cut mitres				
2	Bedding hips and ridges – dry systems, hips, ridges and verges	Remove, cut and fit architrave including trim to airing and cupboard fronts				
3	Installing underlay, battens and roofing components	Clear blocked man-holes and gullies				
4	Preparing roof structures	Remove, refit and renew ironmongery				
5	Renew timber/PVCu fascia, soffit and bargeboard	Safe isolation of hot and cold services and drain down.				
6	Renew flashing to roof junctions	Fit key safe to any surface				
7	Demolish / Construct chimney stacks including repair and maintain	Lay self-levelling compound to receive a floor finish				
8	Treat joists with Cuprinol or similar preservative	Fit plastic porch covers				
9	Lay loft insulation	Rebed / renew manhole cover and frames				
10	Replace / install corrugated roof sheets	Chop out isolate up to 10 bricks and renew , including re pointing to joints				
11	Erect / dismantling system scaffold up to 5m high (subject to PASMA trained standard)	Unblock sink & bath wastes and renew, if necessary				
12	Repair / replacing flat roofs	Painting by brush and roller including making good to repaired areas.				
	Repair / clear / renew downpipes and gutters.	Carry out all tarmac patching repairs				
13	Renew sarking felt, battens and tiles to pitched roofs	Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish.				
14	Inspect roof for leaks and make temporary repairs	Chop out and fit air brick and plaster vent				
15	Chop out and fit gas vent (size and location to be determined by a Gas Safe qualified engineer)	Fit replacement PVCu window frames and window board				
16	Carry out mould treatment work	Damp Inspections / Surveys				
17	Complete lead works associated to roofing works	Renew handrails and grab rails				
18	Complete pointing as required	Remove and refit radiator				

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Score 0	Score 1	Score 2	Score 3
19	Replace / renew / install timberworks –Rafters, wall plates, hangers, ridges, collars etc	Board up property				
20	Repair / rebuild brick / tile kneelers and red bed gable corbels	Take up and replace floorboards or chipboard flooring, including plywood over boarding				
21	Any other duties consistent with the roofer trades in-line with current training regulations	Remove / replace kitchen units, including worktops for associated works				
22		Renew taps to sinks, hand basin or baths and associated waste / traps				
23		Repair leaking pipes				
24		Erect new metal line post or rotary drier, including socket				
25		Chop out and renew floor screed in patches up to one sq m				
26		Chop out isolate up to 10 bricks and renew , including re pointing to joints				
27		Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				
28		Renew wall tiles up to 10				
29		Renew floor tiles Up to one sq m				

Employee Signature

FLEXIBLE WORKING ARRANGEMENTS

Although a requirement to carry out work over and above a 37 hour working week isn't anticipated to change, this new system is designed to offer flexibility which benefits both the Council and the workforce, and will require individual working patterns to be agreed between Operatives and Chargehands/Team Leaders. This flexibility will allow the service to react to the demands of our customers whilst also allowing individual commitments for Operatives to be accommodated wherever possible.

- All trades operatives will work a 37 hour working week, each week from Monday to Friday inclusive;
- The standard working day will therefore be 7 hours and twenty four minutes per day;
- Whilst flexible working is already in operation within the service, historically the majority of the workforce have opted to work from 07.45am each working day. Using this therefore as an example, a standard day would be as follows:
 - 07.45am to 12.00pm (4 hours and 15 minutes)
 - 12.30pm to 15.39pm (3 hours and 9 minutes)
- If however, it was generally more suitable for a member of the workforce to commence work at 08.45am, a standard day would be as follows:
 - 08.45am to 12.00pm (3 hours and 15 minutes)
 - 12.30pm to 16.39pm (4 hours and 9 minutes)
- As with current practice, for the last job of each working day each trades operative where applicable, would discuss with their Chargehand or Team Leader the logistics/practicalities/customer service perspective of completing the work that day or carrying any work over to the following working day;
- If the last job can be completed by the trades operative working beyond 15.39pm or 16.39pm (using the two examples provided above), and all parties are in agreement to do so, anytime worked beyond 15.39/16.39pm will generate additional flexi-time for the trades operative;
- A trades operative will be able to accumulate up to 14 hours and forty eight minutes of flexi-time credit over each flexi-time work period, and book flexi-leave accordingly within the parameters of the council's policy.
- If the logistics/practicalities/customer service perspective of completing a job beyond 15.39/16.39pm on a given working day merit it, and the particular trades operative has already accumulated 14 hours and forty eight minutes of flexi-time credit during the given flexi-time work period, the Chargehand will be able to authorise any additional time as overtime or time off in lieu. This is no change from the existing approach;

- Given that the service is organised by a pre-arranged appointment system with customers, unless by exception, it would be expected that each member of the workforce would provide a minimum of two weeks' notice to their respective Chargehand or Team Leader of any preferred flexible working pattern that varied from their usual pattern;

To ensure the arrangements are workable in practice this proposal will be reviewed within 6 months from the date of this agreement.

Whilst the council's policy may change over time following appropriate consultation, for clarity the relevant policy in force on the date of this agreement is as follows:

Flexi-time Scheme

The Flexi-time scheme averages your working hours over 1 month (between 7.00am and 7.00pm per day).

An employee who accrues excess hours can take time off up to 14.5 hours per month (pro rata)
Please see below for terms of the flexitime scheme.

Definitions

- c) Bandwidth – the total time span during which staff may work.
- d) Settlement Period – the period during which the total hours worked will be compared with standard contractual working hours.
- e) Carry Forward – the difference between contractual hours and the hours actually worked during the settlement period. It can be either credit or debit.
- f) Flexi-leave – the time off which may be taken against a credit carry forward.
- g) Standard Working Day – the contractual hours workable

1. Working Hours

- 1.1 The daily bandwidth is from 07:00 hours to 19:00 hours
- 1.2 Core time is from 10:00-12:00 and 14:00-15:30. These are the hours when employees are expected to be working unless they have made prior arrangement i.e. annual leave or flexi leave. Any variation to this must be in agreement with the Head of Service.

- 1.3 A minimum of ½ hour lunch break must be taken during any working day that exceeds 6 hours. A lunch break must not exceed 2 hours.
- 1.4 The settlement period will be a period of four consecutive weeks during which a credit carry forward of 14.5 hours and a debit of 7.25 hours will be allowed. Prior approval to the taking of flexi-leave must be obtained from the Team Manager or Team Leader to ensure adequate office cover is maintained.
- 1.5 In the case of absence during a working day due to unforeseen emergencies, e.g. sickness, a credit will be allowed equivalent to the greater of the standard day or actual hours worked.

2. METHOD OF RECORDING

- 2.1 All the time will be recorded in hours and minutes on the basis of the hour clock, on an excel spreadsheet covering each settlement period. These spreadsheets can be downloaded from iNet.
- 2.2 All entries must be made at the time of the event recorded and the log sheet kept at the place of work. Detailed administrative and supervisory arrangements will be laid down by the Team Manager.
- 2.3 Log sheets must be completed by all staff whether participating fully or not within the scheme. Where this is not available, other methods of recording time will be used.
- 2.4 If an employee thinks their hours will vary from this scheme they must speak to their Manager prior to carrying out the work.

3. ELIGIBILITY

- 3.1 All salaried staff will be eligible, subject to 3.2 below, except for superintendents, assistant superintendents and depot staff, whose hours of work are tied to the employees under their supervision. However to assist those employees with their work life balance, employees are reminded of the flexible working application process and consideration will be given to their circumstances.
- 3.2 Eligibility will be subject to the requirements of the Team Manager regarding minimum manning levels at any one time to ensure maximum operational efficiency of the Council's services.
- 3.3 Staff may opt out of the scheme at the end of any settlement period subject to their being no debit carry-forward at the time and may, with the prior consent of the Head of Service, re-commence at the beginning of any future settlement period. Staff not participating must continue to complete log sheets as laid down in para. 2.3

4. GENERAL CONDITIONS




- 4.2 Any abuse of the scheme will be dealt with in accordance with the Disciplinary Policy and Procedure.
- 4.3 The right of appeal of any member of the staff against any decision taken in accordance with the terms of the scheme will be as laid down in the grievance procedure.

GUIDE TO THE USE OF THE FLEXTIME SYSTEM

- Staff are reminded that the Flexible Working Hours Scheme must work for the Council as well as the individual.
- Time should be recorded to the nearest 5 minutes.
- Medical visits should be undertaken outside core time whenever possible. When recording time for a medical visit, it must be from your normal starting time to when you return to work or from the time that you leave work until your normal finishing time. You may not credit more than your daily contracted hours for a day when a medical visit has been taken.
- A standard day for recording purposes for holiday, sickness or training leave is 3.40 for a half day and 7.15 for a full day.
- Staff are not required to be in credit before taking flexi leave however the limit of a 7.25 hour debit carry forward must not be exceeded.
- The scheme has a maximum carry forward of 14.5 hours. Hours in excess of this are lost. If a person's work requires significant extra working, the Team Leader should consider making a one off arrangement for time off in lieu to be made for specific periods of work. These should be recorded separately to flexitime working. Under no circumstances should employees be permitted to carry forward more than 14.5 hours. If an employee works more than the 14.5 hours, then other arrangements must be made to manage the additional hours.
- Employees may only take one complete flexi day per month. Hours in excess of 7.25 should be used to reduce the working day, take longer lunches etc.
- Employees should not book an eye test appointment in core time and should avoid where possible making other medical appointments during core time.


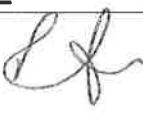

COLLECTIVE AGREEMENT.

We, the undersigned confirm our agreement to the local revisions to the JNC for Local Authority Craft and Associated Employees contained in Pages 1 – 29 inclusive of this agreement.

Signed		3-05-18
Name		Date
UNITE Regional Officer		
Signed		3/5/18
Name		Date
Position – Head of Housing and Property		
Signed		3/5/18
Name		Date
Position - Head of HR and OD		



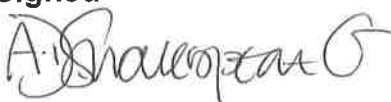
COLLECTIVE AGREEMENT

We, the undersigned, confirm our agreement to the amendment to remove Health and Safety as an individual performance measure (4.3 of the local revisions to the JNC for Local Authority Craft and Associated Employees).

Signed 	
Name JAMES FAWKES	Date 9/1/2020
For UNITE	
Signed 	
Name ^{PP} RICHARD JAMES	Date 9/1/2020.
For Head of Housing and Property	
Signed 	
Name Amanda Shakespeare-Ensor	Date 9/1/2020.
For Head of HR & OD	




COLLECTIVE AGREEMENT

We, the undersigned, confirm our agreement to the addition of Roofer to the trades covered by the local revisions to the JNC for Local Authority Craft and Associated Employees.

Signed 	
Name JAMES FALVES	Date 9/1/2020
For UNITE	
Signed 	
Name RICHARD JAMES	Date 9/1/2020
For Head of Housing and Property	
Signed 	
Name Amanda Shakespeare-Ensor	Date 9/1/2020
For Head of HR & OD	

COLLECTIVE AGREEMENT

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Signed 	
Name JAMES FAWKES	Date 9/1/2020
For UNITE	
Signed 	
Name ^{PP} RICHARD JAMES	Date 9/1/2020.
For Head of Housing and Property	
Signed 	
Name Amanda Shakespeare-Exor	Date 9/1/2020
For Head of HR & OD	

Capital Improvement Works

- The proportion of tenants satisfied with the quality of improvement work carried out to their home;
 - The proportion of capital investment work completed within target;
 - The proportion of capital investment work completed right first time;
- 3.4 All KPIs, quality control assessments and financial assessments will be measured, monitored and reported transparently using consistent and shared methodologies. Information will be published on an open platform and shared throughout the Housing Asset Management Team, and all members of the team will be supported and encouraged to participate in all aspects of the performance management framework. Individual performance information and data will be anonymised as appropriate and some individual performance information may only be discussed on an individual basis and through 1:1s.
- 3.5 Tenants' expectations regarding the hours the repair service is available have also changed and it is expected that a full service should be available during core business hours from Monday to Friday. The service also needs to be flexible to allow appointments outside the current 8am to 4pm Monday to Friday arrangement.

4 Value for Money and Productivity

- 4.1 To achieve the Council's objective to deliver more work through its own workforce this Scheme needs to support the service to provide the most economically advantageous delivery model for the Council and to achieve Value for Money.
- 4.2 The delivery model must therefore be run on a more commercial basis and the introduction of a trading account with effect from 1 April 2017 has enabled the service to identify the income and therefore the productivity that the team and each individual within it needs to generate to contribute to the efficiency and effectiveness of the service as a whole.
- 4.3 Individual performance measures that reflect these income and productivity requirements and also support the overall service performance indicators are therefore paramount. To support this a balanced score card approach will be adopted for each craft worker. The 'Resource Scorecard' currently on the Council's IT system will be utilised to produce the balanced score card which will include:
- First Time Fix
 - number of repair jobs completed on first visit without leaving the job
 - follow on jobs as a percentage of total jobs completed
 - number of empty homes/planned work completed without defects
 - Appointments – made and kept
 - Quality of Work – percentage of work passing post inspection
 - Compliments
 - Proven Complaints
 - Tenant Satisfaction – independently collected data per operative for completed work
 - Sales – craft worker income/productivity per month/quarter/annum
 - Non Productive Time – percentage of time spent travelling to collect materials, percentage of time travelling, sickness and absence
 - Presentation – uniform, wearing ID, tidiness and cleanliness of van

Amended 09/01/2020

- Business Processes – use of smart phones and Oneserve, timesheets, administration and back office processes, timeliness of information, liaison with Asset Management Support Officers (Work Planners/Schedulers)

4.4 Key performance indicators have been developed to measure the above and support the aim of a high performing, upper quartile organisation. The balanced score card will be delivered by craft workers who are fully skilled in their own, core trade skills and supplemented by completing a range of tasks drawn from other craft trade work areas. The results of the balanced scorecard will also affect the efficiency rating set up on Oneserve for the craft workers.

4.5 It is proposed to continue to align the IRT craft operative pay scales to the Council's salary grades D to E but introduce relevant spinal column point positions (from £21,510.01 to £28,804.88) for each trade based on multi-skilling assessments and performance as outlined in the new Pay and Productivity Agreement. The proposed pay scales for a 37 hour week are highlighted in the table below for each trade:




Trade	Level 0 (Multi Skilling)	Level1 (Multi Skilling)	Level 2 (Multi Skilling)
Bricklayer	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Carpenter	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Painter	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Plumber with ACOP	22,031.44 (22 inc allowance)	24,110.59 (25 inc allowance)	25,688.57 (27 inc allowance)
Plumber no ACOP	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Plasterer	21,510.01 (22)	23,589.16 (25)	25,167.14 (27)
Electrician	22,455.36 (22 inc allowance)	24,534.51 (25 inc allowance)	26,112.49 (27 inc allowance)

4.6 Progression beyond spinal column point 27 for a level two multi skilled bricklayer, carpenter, painter, plumber or electrician would subsequently be career graded as outlined in the Pay and Productivity Agreement through to the top banding of grade E (spinal column point 31). This would essentially be based on a basket of KPIs covering each operative's productivity level, quality of work and customer service.

Grade	Spinal Column Point	Salary	Hourly Rate
D	22	£21,510.01	£11.15
	23	£22,141.82	£11.48
	24	£22,864.47	£11.85
	25	£23,589.16	£12.23
	26	£24,359.78	£12.63
E	27	£25,167.14	£13.04
	28	£25,989.82	£13.47
	29	£27,017.66	£14.00
	30	£27,951.58	£14.47
	31	£28,804.88	£14.93

COLLECTIVE AGREEMENT

We, the undersigned, confirm our agreement to the addition of Roofer to the trades covered by the local revisions to the JNC for Local Authority Craft and Associated Employees.

Signed 	
Name JAMES FALKE	Date 9/1/2020
For UNITE	
Signed 	
Name RICHARD JAMES	Date 9/1/2020
For Head of Housing and Property	
Signed 	
Name Amanda Shakespeare - Enscr	Date 9/1/2020
For Head of HR & OD	

WORKFORCE DEVELOPMENT SCHEME: ROOFER NAME DATE.....

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Score 0	Score 1	Score 2	Score 3
1	Repair / renew / strip slate and tile roofs	Change skirting board, including cut mitres				
2	Bedding hips and ridges – dry systems, hips, ridges and verges	Remove, cut and fit architrave including trim to airing and cupboard fronts				
3	Installing underlay, battens and roofing components	Clear blocked man-holes and gullies				
4	Preparing roof structures	Remove, refit and renew ironmongery				
5	Renew timber/PVCu fascia, soffit and bargeboard	Safe isolation of hot and cold services and drain down.				
6	Renew flashing to roof junctions	Fit key safe to any surface				
7	Demolish / Construct chimney stacks including repair and maintain	Lay self-levelling compound to receive a floor finish				
8	Treat joists with Cuprinol or similar preservative	Fit plastic porch covers				
9	Lay loft insulation	Rebed / renew manhole cover and frames				
10	Replace / install corrugated roof sheets	Chop out isolate up to 10 bricks and renew , including re pointing to joints				
11	Erect / dismantling system scaffold up to 5m high (subject to PASMA trained standard)	Unblock sink & bath wastes and renew, if necessary				
12	Repair / replacing flat roofs	Painting by brush and roller including making good to repaired areas.				
	Repair / clear / renew downpipes and gutters.	Carry out all tarmac patching repairs				
13	Renew sarking felt, battens and tiles to pitched roofs	Repair and prepare small areas of wall covering and apply wall covering. Remove wallpaper and ceiling finishes (excluding Artex) to rooms to receive decorative finish.				
14	Inspect roof for leaks and make temporary repairs	Chop out and fit air brick and plaster vent				
15	Chop out and fit gas vent (size and location to be determined by a Gas Safe qualified engineer)	Fit replacement PVCu window frames and window board				
16	Carry out mould treatment work	Damp Inspections / Surveys				
17	Complete lead works associated to roofing works	Renew handrails and grab rails				
18	Complete pointing as required	Remove and refit radiator				

Ref No.	CORE SKILLS Task Description	ADDITIONAL TASKS Task Description	Score 0	Score 1	Score 2	Score 3
19	Replace / renew / install timberworks –Rafters, wall plates, hangers, ridges, collars etc	Board up property				
20	Repair / rebuild brick / tile kneelers and red bed gable corbels	Take up and replace floorboards or chipboard flooring, including plywood over boarding				
21	Any other duties consistent with the roofer trades in-line with current training regulations	Remove / replace kitchen units, including worktops for associated works				
22		Renew taps to sinks, hand basin or baths and associated waste / traps				
23		Repair leaking pipes				
24		Erect new metal line post or rotary drier, including socket				
25		Chop out and renew floor screed in patches up to one sq m				
26		Chop out isolate up to 10 bricks and renew , including re pointing to joints				
27		Chop off / plasterboard and skim patches up to one square metre, including chases to wiring and back boxes				
28		Renew wall tiles up to 10				
29		Renew floor tiles Up to one sq m				

Employee Signature

Appendix 3

Definitions

Shift allowance	<i>An amount paid for being available for work as identified in table 1.</i>
Call out rate	<i>An amount paid per job attended in table 1.</i>
Additional payments	<i>A rate that reflects time spent on the call out over and above the normal two hour period. This will only be paid in exceptional circumstances.</i>
Completed Job	<i>A job that does not need any follow up action</i>
Made safe	<i>A job where a temporary resolution has been made and follow up action is required</i>
'Recoup'	<i>This is time that will be given on normal Weekdays where Staff have worked after 20.45 the previous evening and before 07:45 on that day.</i>
No Job/Abortive Call	<i>This is where a visit has been made but no access was given, or the job was not required</i>

Payments will consist of four categories:

1/ Shift allowances

A normal shift will consist of one week (split by shifts) and will be paid at £125 per week per Operative on call. The shift payment is £15.15 per week day and £25.25 on a Saturday and/or Sunday, regardless of whether these days are bank holidays or concessionary holidays.

2/ Job rates

Payment as below per completed/made safe job will be paid for time spent on the call out up to 2 hours. Jobs should be completed in this time where possible (also see 4/ below)

3/ No Job/Abortive call

A payment equivalent to half of the job rate will be paid.

4/ Additional payments

This payment is at the discretion of the Duty Manager and will only be paid in exceptional circumstances and where approval was given by the Duty Manager before the work was undertaken. The payment will reflect the time spent over and above the initial 2 Hours, and be paid at the relevant overtime rate (as per national agreement) in addition to the 'Job rate' (point 2 above). The Supervisor verifying the timesheet must check with the Duty Manager for authorisation where a claim of overtime has been made.

Work required following an emergency made safe repair

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Any other comments

Recoup (*)

Recoup postpones the start time of the Operative by one hour (or part of that hour) for each hour (or part of that hour) of work undertaken between 20.45 and 07.45. Any work undertaken within these times must be authorised by the Duty Manager, prior to undertaking the work. The Duty Manager will be responsible for making the necessary arrangements the next day. , The Operative must also identify recoup on their normal working hour's timesheet to cover the lateness and ensure pay. This must be taken prior to starting work on the same day. This allows for the minimum rest break of 11.00 hours between shifts per day in compliance with the Working Time Directive.

Table 1

	Complete	Abortive call/ No job
Mon- Fri		
17.00 – 20.45	£38.30	£19.15
Sat		
07.45-20.45	£38.30	£19.15
Sun		
07:45-20:45	£38.30	£19.15
B/H		
07.45-20.45	£38.30	£19.15

2011 Proposal is to pay the same rate as in table 1 with an increase to £126.25 standby payment per Operative per week

These payments will be paid at this rate regardless of any pending pay award for this year. For future reference the payments will be increased by the same percentage as awarded to spinal point 28 as negotiated for the commencement of each subsequent financial year. This applies to the job rates and the standby payments.

Appendix 4

When a vacancy occurs on the standby rota, recruitment will take place in line with the Authority's normal procedure;

A person specification will be produced by the chair of the panel.

All appropriate Operatives will be advised of the vacancy through an expression of interest advert.

Short listing and brief interviews, if required, will take place in line with the criteria of the person specification and the Authority's Diversity Policy.

The Human Resources section will monitor the recruitment process.

HOUSING DIVISION
Repairs and Investment
MEMORANDUM

FROM: Jon Coulton

TO: All standby Operatives

DATE: 16 October 2013

RE: Standby and call out payments

Following recent agreement I am pleased to inform you that the standby and call out payments will increase to the rates indicated below.

This will be backdated to 1st April 2013 in line with the agreed cost of living rise.

1/ Shift allowances

A normal shift will consist of one week (split by shifts) and will be paid at ~~£125~~ £127.50 per week per Operative on call. The shift payment is ~~£15.15~~ £15.30 per week day and ~~£25.25~~ £25.50 on a Saturday and/or Sunday, regardless of whether these days are bank holidays or concessionary holidays.

Table 1

	Complete	Abortive call/ No job
Mon- Fri		
17.00 – 20.45	£38.30 £38.68	£19.15 £19.34
Sat		
07.45-20.45	£38.30 £38.68	£19.15 £19.34
Sun		
07:45-20:45	£38.30 £38.68	£19.15 £19.34
B/H		
07.45-20.45	£38.30 £38.68	£19.15 £19.34

*Dependant on day

LIBBY CARTER

From:
Sent:
To:
Subject:

Hi Lib

All I could find relating to out of hours pay increase.

Thank you

Jon

From:
Sent: 04 October 2013 10:14
To:
Subject: Increase in DM pay

Weekday evenings	£10.20
Weekend Days	£25.50
Concessionary days	£40.80
Christmas Day	£76.50
Bank Holidays	£51.00

**A normal working week on standby would be
paid at a rate of £102**



