

**REPORT TO: PERSONNEL AND MANAGEMENT SERVICES COMMITTEE –
11 NOVEMBER 2002**

REPORT ON: PROPOSAL TO RESTRUCTURE THE COMMUNITY INFORMATION TEAM

REPORT BY: DIRECTOR, NEIGHBOURHOOD RESOURCES & DEVELOPMENT DEPARTMENT

REPORT NO: 827-2002

1.0 PURPOSE OF REPORT

- 1.1 To seek to amend the staffing structure of the Community Information Team in order to respond to the government agenda for the delivery of electronic information to the citizens of Dundee via dundeecity.gov.uk and dundee.com.
- 1.2 To provide effective access to electronic information via the People's Network Learning Centres.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee approve the following proposals.
- 2.2 To reflect new roles and responsibilities, the changing nature of the work of the Team and the increasing requirement for the development of content information, that changes be made to the staffing structure of the Community Information Team as follows. (Revised job descriptions appended)

Create new posts:

- Community Information Worker AP4 (Website Development and Support)
- Community Information Assistant (Website Support) AP1

Redesignate and upgrade the following posts:

- Development Assistant AP1 to Senior Community Information Assistant (Development) and regrade to AP2.
- Information Assistant AP1 to Senior Community Information Assistant (Training Support) and regrade to AP2.

Delete the post of:

- Post No 130 - Support Assistant AP1.

3.0 FINANCIAL IMPLICATIONS

- 3.1 Financial implications of the recommendations can be contained within the Neighbourhood Resources and Development Department's revenue budget.

4.0 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 The Report seeks to ensure that local needs will continue to be met locally through a more efficient and effective Team structure.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 To ensure that all the citizens of Dundee have access to information through ICT and to an improved level of service delivery.

6.0 BACKGROUND

- 6.1 The Community Information Team was formed in 1996 as part of Neighbourhood Resources and Development, and was responsible for the following:

- Display work and graphics for NRDD
- The Business Information Unit
- Desktop publishing work,
- Support for Community Groups
- The development of the City-wide Information Network - a basic electronic information service for the Council which provided information about Council services, Councillors and facilities through a network of public information terminals in each of the 14 City libraries, Lochee and Whitfield Housing Offices, Tayside House and the Revenues Department in City Square.

- 6.2 More recently, the Team has become more involved in the production of electronic information as a result of various Government initiatives which have focused on the development of ICT in public libraries and the accessibility of Council information via electronic sources. The City Council website, which was completely revamped in 2001 and concentrates strongly on the provision of quality Council information, has just won the SPIN Award for Best Website in Scotland for the third successive year.

- 6.3 The emphasis now is on the development of the website as the provider of a fully transactional facility. Consequently, the work of the Team has changed considerably over the past 2 years in particular, and now focuses on the provision of quality information for all Council services. The staff liaise on a regular basis with all Council Departments, making sure the information on the website is fully up-to-date and relevant to users' needs.

- 6.4 With the advent of the People's Network and the establishment of Learning Centres throughout the City, the ICT skills in the Community Information Team are very much in demand. Library staff are being taught IT skills so they can assist library users to access the full range of services which are now offered online in all locations. The Team now offers support and training to members of staff and to library users, as well as support and assistance to community groups and individuals in desktop publishing and basic web page design.

- 6.5 The creation of dundee.com as a portal for what Dundee has to offer has depended a great deal on the streaming of information from the Council site to the dundee.com pages. Liaison and support for the dundee.com site has become an integral part of the Team's work.

- 6.6 Due to the ever-changing nature of the Team, it has become necessary to critically re-examine the functions and roles of each of the Team members.

7.0 CONSULTATION

- 7.1 The Chief Executive, Directors of Finance and Support Services, as well as the appropriate Trade Unions, have been consulted in the preparation of the report.

8.0 BACKGROUND PAPERS

8.1 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.

Director, Neighbourhood Resources and Development Department

Date

Director, Personnel & Management Services

Date