

# Staff Consultation Forum Meeting

08 January 2020



**Present:** Ben Glover (**BG**), Dee Levett (**DL**), Andrew Betts (**AB**), Lea Ellis (**LE**), Vic Godfrey (**VG**), Antony Roche (**AR**), Christina Corr (**CC**), Ian Couper (**IC**), Alison Fox (**AF**), Rebecca Webb (**RW**), Oliver Charter (**OC**), Jeanette Thompson (**JT**), Geraldine Goodwin (**GG**), Caitlin Bruce (**CB – notes**)

**Circulation:** Global

---

## 1. Apologies

James Watson, Emma Jellis, Kerry Shorrocks, Debbie Hiscock

## 2. Revenues and Benefits Restructure

The restructure is formed of three parts:

- One is to replace a valuation role
- The second is that the fraud investigation role in benefits is decreasing with the introduction of universal credit, so the non-domestic rate valuation role has been merged with investigation of housing benefit role. This role will be 4 days a week doing business rates, and one day a week doing fraud work. There has been a job match to this role.
- Third, a council tax valuation role will be created which has also been a job matched. One of the former senior officers will no longer have staff reporting to her but will remain a senior officer dealing with council tax evaluation work and any council tax fraud work.

The main change is in reporting lines within the team. There will be no changes in the line management structure. The consultation period for this restructure will close on 11/02/2020. There have not currently been any staff queries. There is no threat of redundancy in this restructure.

## 3. Legal Restructure

This item was presented by JT but has since been put on hold.

## 4. Matters Arising

**VG** will continue to look at getting keyboard brushes in the cleaning boxes.

**IC** confirmed that liners (including compostable liners) are **not** to be used in the food waste caddies.

## 5. Building services Update

In response to the coronavirus and flu season extra cleaning units have been put on each floor. It is asked that staff are extra vigilant when it comes to cleaning their desks, wiping them down with disinfectant spray/wipes as well as wiping the handset mouse and keyboard before and after they begin working as we all hot desk and this should

help to stop the spread of germs. It is also asked that extra care be taken to wash hands and use the hand sanitiser provided.

It was asked if the cleaners would be using disinfectant on door handles. IC said that he would feed this back and find out.

It was asked that staff take messages the put on to the noticeboards off when they are no longer relevant. And ensure that they clean and put away any crockery after use – including that of their guests if they have any.

It was asked when there would be disinfectant wipes for the touch screens in the customer service centre.  
VG to chase this

## **6. NHDC Update**

We are currently waiting for the final report for the peer challenge. At a glance it looks as if we do a lot well but there are areas for improvement, with the results we will be setting what our ambitions are.

There will be a session on the budget in the staff briefing on 12/02.

The council's climate change strategy has now been approved.

## **7. Payroll Update**

RW demonstrated iTrent employee self service.. Training for the new system will begin in mid March and there will be regular updates on the intranet payroll pages. Once the new iTrent system is in place there will be floorwalkers from HR and the payroll champions to assist employees with the system.

Key dates to remember:

- Thursday 5 March 2020, March payroll cut off and SAP inputting closure date
- Monday 30 March 2020, Launch of iTrent employee and manager self service
- Tuesday 31 March 2020, Read only access to SAP ceases eg viewing payslips
- Wednesday 1 April 2020, Payroll cut off in iTrent for April pay day

For more information please see the intranet page or ask Mac the chatbot:

<https://intranet.north-herts.gov.uk/home/about-me/payroll-services/itrent-support/project-updates>

## **8. IT Update**

The Windows 10 update is progressing, homeworking units will be called back for the update after Buntingford units have been updated.

CCTV cameras for the carpark next to the District Council Offices are now live and the signs have gone up in the carpark.

The Information at work upgrade is in process.

The chatbot is now live and ready to answer queries.

## **9. Employee Queries**

A concern was raised about the food brought to the District Council Offices from the best before café and it was asked if the food should be donated.

LE responded that this food only comes to the District Council Offices after it has gone to food banks and various other places including the best before café.

**Chair for Next Meeting – Andrew Betts**

## **Have something to say?**

If you have an issue you think should be brought to the attention of the SCF, please contact any SCF representative via phone, email or in person. They will raise your issue at the next meeting. You will not be identified unless you want to be.

Issues relating to property e.g. broken lift, non-flushing toilets, etc. must always be reported to Property Services in the first instance: [propertyservices@north-herts.gov.uk](mailto:propertyservices@north-herts.gov.uk)

Alternatively you can send any issues to the SCF inbox - [SCF@north-herts.gov.uk](mailto:SCF@north-herts.gov.uk)

### **Representatives (and extension):**

**Lea Ellis #4830** - Community Engagement team based on Floor 3

**Ben Glover #4248** - Planning team based on Floor 3

**Emma Jellis #4312** - MSU team based on Floor 4

**James Watson #4209** - Commercial team based on Floor 4

**Allison Fox #4203** - Technical Support Officer based on Floor 3

**Christina Corr #4325** - Senior Technical Officer R&B team based on Floor 5

**Andrew Betts #4282** - Contracts Officer (Waste Management based at Buntingford)