

## Staff Consultation Forum Meeting

07/07/2021



**Present:** Ian Couper (IC), Andrew Betts (AB) Dee Levett (DL), Emma Jellis (EJ), Jo Keshishian (JK), Christina Corr (CC), Matthew Hepburn (MH) Toby LeSage (TL) Fallon Rumball–Nunan (FRN – notes)

**Circulation:** Global

---

### 1. Apologies

Anthony Roche, Nicola Viinikka, Vic Godfrey

### 2. Matters Arising

No Update

### 3. NHDC update

An update will be sent out shortly with results from staff survey and the 'future ways of working'. As a brief overview;

From a customer perspective: customers can self-serve using web as a primary contact, phone call as a secondary and if necessary, access to the customer services centre on an appointment basis.

Office Workers: General principle that there will be no difference between home and office working, will be looking into technology to make that as seamless as possible such as laptop roll out and the other work IT are doing to meeting rooms to allow for hybrid working. We will eventually go back to office-based working, to a smaller scale. The focus being engaging with teams as well as supporting individual needs. A desk booking system will be put into place, with individual and team areas able to be booked.

Council Meetings: The aim if legislation allows is, we will have a hybrid meeting with councillors, if not we will continue with councillors attending the meetings in person with officers attending remotely where possible.

Reduced Travel: Commuting less, reducing business mileage where possible. If meetings are required carry these out remotely with occasional meeting face to face to build relationships.

Flexibility: Aim is to continue to offer flexibility (e.g. when you do your work) depending on role. Where anyone was given additional flexibility (e.g. working reduced hours or working whilst caring) due to covid and personal circumstances then this will eventually need to return to normal to enable an equitable contribution to team working.

Intra-team Building and events: Will look at how this can be encouraged and facilitated, virtually at first (e.g. virtual kitchen) but face to face when allows.

Following Government announcement of relaxing of all rules on 19<sup>th</sup> July has led us to need to rethink how we get to those proposals.

Original plan was:

- Firstly, those who **need** to access DCO would come in (e.g. work needs, personal/home circumstances).
- Next phase in early August would be opening up CSC by appointment only.
- Mid-September, if cases continued to be low and most people vaccinated, we would encourage people to return but look to keep the capacity at 50%. Desk booking system to allow this and look to begin to hold face to face meetings.
- Finally, late October full use of the building. Considering continuing to social distance and wear masks at 100% capacity.

This will now all need to be readdressed as we need to balance government advice with our own views on reopening safely.

No update on Pay Awards for 2021-negotiations still on going.

Half Day Development Morning-Friday 9<sup>th</sup> July focus on IT with resources being circulated.

Inclusion Group Meeting focused on disability with some excellent points being raised. An article will follow on insight.

**Question:** Is there any thought about recycling rapid flow tests and paper masks?

**Answer:** Not aware this was an option and will now research into it.

**Question:** How will areas that can only have one person at a time entering be monitored?

**Answer:** This will need to be looked into further. We only plan to do this whilst the office is at low occupancy. When we are back to 50% occupancy, we will look to be moving away from this.

#### 4. Employee Queries

No Queries

#### 5. IT Update

Laptop Process:

- IT will send out an email to member of staff asking how many monitors they require. (IT would not recommend just using laptop for full working day as small 14" screen)
- A broadband speed check will also be required (instructions on how to do this included in the email)

- IT helpdesk will then contact member of staff with the details on how to sign up to the new authenticator, this will replace mobile pass application and tokens.
- YouTube videos on how to set up the laptop and screens will also be sent to talk staff through the set-up process. (Please remember to send these to personal email before changing over equipment!)
- Any issues please contact IT helpdesk.

The project will consist of approximately 400 laptops being issued to staff so this will be a time-consuming project. At the moment IT have successfully delivered 76 laptops, monitors and additional items of equipment to staff. When the new equipment is ready IT will contact members of staff and arrange delivery.

When the new equipment has been set up and it is working appropriately staff are required to submit a Help Desk request to arrange collection of their old equipment. Once the equipment has been collected and cleaned it will be stored with a view to resell any items of value.

The intranet is being updated weekly with rollout figures.

**Question:** Is there a limit to the areas you will cover for delivery?

**Answer:** We do have a limit, but this can be discussed.

#### 6. Building Services Update

Nothing to update on and no questions.

#### 7. AOB

No Update

**Chair for next meeting – Christina Corr**

## 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):**

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

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

**Nicola Viinikka** Visitor Services Assistant based at Hitchin Town Hall and Museum

**Matthew Hepburn** #4311 - Member, Committee & Scrutiny Officer

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