

Staff Consultation Forum Meeting

02/02/2022

Present: Anthony Roche (AR), Ian Couper (IC), Rebecca Webb (RW),
Maggie Williams (MW), Emma Jellis (EJ), Christina Corr (CC),
Nicola Viinikka (NV), Andrew Betts (AB), Dee Levett (DL), Toby
LeSage (TL)

(Fallon Rumball-Nunan (FRN – notes))

Circulation: Global

1. Apologies

Vic Godfrey, Debbie Hiscock, Chris Jeffrey

2. Matters Arising

None

3. Customer Service Restructure

All attendees given proposed restructure and outline from Chris Jeffrey as unable to attend. Proposal to replace the current vacant deputy Customer Services manager post with two team leaders. Attendees had no questions regarding this.

4. NHDC update

Holiday Flex: Reminder that Holiday Flex window is open for applications and details are on the message board, intranet page and insight article.

Itrent Upgrade: Itrent upgrade on Monday 7th February which includes a “new look” for the log-in and home pages. A global email will be sent out with a new link to the webpage and IT will be updating the quick links on the start button and intranet.

Pay Award: No pay award update – any information will be communicated.

Return to DCO: IC welcomed questions regarding return to office.

AB feedback positive comments he had been given regarding of the approach to returning to the office. AB also raised a query regarding annual leave carry over itrent errors - RW to investigate.

5. SCF – Terms of Reference



Actions from previous minutes:

AR provided an update in the staff briefing on behalf of the SCF.
SCF article will be published in February edition of Insight.
SCF reminder posted on message board prior to current meeting.

Still to be actioned:

Global Email from SCF Inbox – **SCF Employee Representatives to action.**
SCF Representatives to meet with communications team – **SCF Employee Representatives to organise.**
New SCF volunteers to be contacted after response from insight article – **HR to action.**
Apprentices to be contacted for potential Apprentice Employee Representative – **HR to action.**

Following on from the employee representative's role description meeting (a summary of which, can be found [here](#)) a final draft of SCF Terms of reference was circulated to all.

Attendees discussed the final draft of the TOR and finalised some elements concerning, nominations of employee representatives, standing items on the new agenda, meeting practicalities such as frequency, timings and platform and the circulation and publication of the notes.

The finalised SCF terms of reference can be read [here](#).

Amended agenda to include Green update – AR/IC to seek feedback from the Climate Change Implementation Group.

Wellbeing update will also be a recurring topic within the regular HR update.

The finalised Agenda can be read [here](#).

6. Employee Queries

Question: With regards to the Council Asset Disposal Strategy and larger numbers working from home are there any plans to rent out further floors or redesign office areas to be residential?

Answer: With regards to DCO, there is potential to rent out further floors but not until the office pattern of use is clear. Other buildings such as Letchworth museum is currently empty and could potentially become residential, but the layout makes this difficult. Thomas Bellamy house is currently an office space could be expanded to further office spaces/business start-up. Residential, commercial and office usage is being explored but it is dependant on demand and location.

7. IT Update

Reminder: If any current staff without a laptop or managers with new starters imminent please put a help desk ticket in as soon as possible as assigning and building the laptop takes some preparation time.

Please note that Information@Work (I@W) will be off line from 1400 on Friday, 4th February – Monday 7th February (no weekend access) in order for the upgrade to the system to be carried out with the system being made available on Monday. All users should close I@W by 1400 on Friday. You will not be able to index your emails using office connect or word documents during this time.



All import services will be disabled, and all files held safely until the system is enabled on Monday, 7th February.

No users should attempt to access the system on Monday 7th February until you have been advised that the system is available.

Training is currently available (times can viewed on the intranet) and additional training planned after system is live.

Any non-technical issues please check guides available any technical help please log a help desk ticket.

Reminder for anyone returning to DCO that 5 meeting rooms now have audio visual capabilities and a user guide for set up and usage can be found here. [Meeting Rooms with AV | Intranet \(north-herts.gov.uk\)](#)

8. Building Services Update

IC welcomed questions and reminded attendees of covid measures, health and safety and fire regulations if returning to the office.

Question: If you see someone not adhering to the covid measures in place who should you raise this with?

Answer: Your manager in first instance followed by IC.

Question: In the Museum all staff members are continuing to wear masks? Can we still only respectfully request members of the public to do the same.

Answer: That is correct.

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

Alternatively, you can send any issues to the SCF inbox - 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

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