

Staff Consultation Forum Meeting

06/12/2023

Present: Anthony Roche (**AR**), Ian Couper (**IC**), Rebecca Webb (**RW**), Drew Betts (**DB**), Claire Bernard (**CB**), Louis Franklin (**LF**), Christina Corr (**CC**), Vicky Kent (**VK**), Dee Levett (**DL**), Daniel Crowhurst (**DC**), Harrison McLeod – notes (**HM**)

Circulation: Global

Chair for Meeting: Louis Franklin (**LF**)

1. Apologies

Apologies were received from Rachel Cooper and Caelan Ballard.

2. Restructure Notice

The restructure follows the transfer of the Cashier function from Customers to Resources. The proposed new structure includes the creation of an Income Team Leader role which would manage one Income Officer and one Accountancy Technician. The restructure also aims to reflect new responsibilities taken on by the Risk and Performance Officer which are not currently reflected in their Job Profile. The restructure will regrade this role to formalise the changes and make them permanent.

Q: Is the new Income Team Leader post replacing the vacant Chief Cashier post?

A: No, it is not a direct replacement. It picks up some elements of that role (such as management of the Income Officer post) but has a wider remit, including supporting the development of the income side of the new finance system that is being implemented.

3. Matters Arising from Previous Meeting

None

4. NHC Update

- Updates covered in staff briefing yesterday.

HR and Employee Wellbeing Update

- The 2023 Pay Award has now been processed through payroll and issued in November pay.
- Pay claim from unions expected in January. RW will post an update on the Intranet.
- Personal Development Mornings this Friday the 8th of December. There is a learning session on the GP helpline and an IT bitesize session - everyone is encouraged to get involved.
- Gender pay gap figures for 2023 are to be published.



- HR are drafting an article about Loneliness & Bereavement and Mental Health, so keep an eye out for it.

Q: What is the Gender pay gap percentage comparison like, excluding the previous temporary Service Director post?

A: There has been an improvement in 2023 figures compared to 2022 figures. The mean gap has decreased from 19.5% to 15.5%. The median gap has also decreased from 19.3% to 14%.

5. Employee Queries

Q: When using the staff directory in Outlook, you cannot always find the person you are looking for. Sometimes it also takes you to the internet instead. Why is this happening, and is this the way the directory is supposed to function?

A: The staff details in the staff directory are all from a central source now, so all current staff profiles should be in the directory. There are minor issues with the directory, but it should be functional. Please raise a ticket on the [IT Helpdesk](#) if this continues to happen.

The launch of the Hub may also impact the staff directory, so IT will continue to check that it functions correctly and correct any bugs.

6. IT Update and Queries

- There is a new IT Helpdesk apprentice, Megan, in post now. This has been very helpful to the team and has eased the workload on the IT Helpdesk.
- There are an additional two new posts out for recruitment, and hopefully there will be some take up in this third round of recruitment.
- A request to managers to ensure the names on new starter forms are correct. We have a new starter process in place, but there have been incidents of managers putting the wrong names on the form. This requires a lot of work to be redone and devices to be rebuilt, which has knock on effect on the overall IT service. was going to mention in SMG next week.
- The IT bitesize sessions held so far have had received a lot of take up which is very positive. IT are looking for feedback and suggestions for these sessions, so if staff have a particular area of interest, let IT know and this can inform future sessions.
- Going through the process of installing new audio-visual equipment for the first-floor meeting rooms 2 and 3. Hopefully a demo unit will be provided before Christmas.

Q: Are the drop-in sessions just virtual, or will there be opportunities to attend in person?

A: Currently these sessions are just being hosted on Teams, but if there is sufficient demand for in-person sessions this can be explored further.

7. Building Services & Facilities Update

- Global email reminders were sent last week and covered a range of topics from signing in and out, vaping at work, and office tidiness.
- Good progress has been made in clearing out the third floor again thanks to the efforts of everyone.

Q: Is floor 3 now empty?

A: Not quite empty but better than before, will look at marketing the space once more when it is all clear.

If anyone has any issues, please email these to propertyservices@north-herts.gov.uk

8. Green Update

- A large briefing has been provided by the policy team, which was shared with SCF members on the screen. The briefing can be read here: [December Environment Briefing 2023](#)

9. Ideas/Suggestions

- Many people will be on leave at the start of January. The January SCF meeting has been moved to the 31st of January 2024, and will cover both January and February.
- New ideas on promoting NHC's Values could include having the values printed on lanyards, or as a sticker/screensaver on laptops.

10. AOB

None

Chair for next meeting – Christina Corr

Have something to say?

If you have an issue that 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 phone extension):

Christina Corr #4325 - Senior Technical Officer Revenues and Benefits

Claire Bernard #4323 - MSU Admin Support Officer

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



**North
Herts**
Council

Louis Franklin #4262 – Admin Support Officer

Vicky Kent #4396 – Community Protection Apprentice