

Staff Consultation Forum Meeting Minutes – 4th September 2024

Present: Ian Couper (**IC**)
Rebecca Webb (**RW**)
Tiranan Straughan (**TS**)
Louis Franklin (**LF**)
Dee Levett (**DL**)
Chris Jeffery (**CJ**)
Fallon Rumball Nunan (**FRN**) notes

Circulation: Global

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

1. Apologies

Anthony Roche, Christina Corr, Drew Betts, Claire Bernard and Mark Robinson

2. Restructure Notices

Chris Jeffery (CJ) joined SFC to present on the restructure in the Customer Services team. Amended structure charts were provided.

The main reason for the restructure is to include the Digital Services Team who were originally contracted for 12 months to sit within the Customer Services Team permanently; Customer and Digital Services.

In the 12 months the digital program has grown considerably and continues to increase. Currently the team are working on 6 ongoing projects. The inclusion of the Digital Services Team hopes to build own applications in house that will save money for the council. This in turn will save officers time, make processes more efficient and provide a better service to customers' long term.

Secondly, within the new waste contract it was agreed that that the customer services element would be coming back in house at NHC, aligning with East Herts Council. As a result, there will be a TUPE transfer of officers currently working within Urbaser. These new officers will be trained in our customer service processes and the current customer services team in turn will be taking waste calls.

The consultation closes on on Wednesday 11th September.

3. Matters Arising from Previous Meeting

None

4. NHC Update

HR and Employee Wellbeing Update (RW)

- **Pay Award update:** The National Employers and Unions are still negotiating. The full and final offer of £1290 on each spinal point (2.5% on higher grades) has not been



agreed by two of the unions (Unite and Unison) involved and they are balloting for strike action.

- **Personal Development Mornings**: The September personal development morning has been moved to Friday 27th September to coincide with National Inclusion Week. Look out for information on some events we plan to run alongside the [Inclusion Group](#)
- next meeting is Thursday 26th September.

Corporate Update (IC)

- **Council Plan**: as a result of the recent election setting out the new vision and priorities for the next 4 years term alongside the financial strategy and government funding.
- **Corporate Peer Challenge**: This takes place in November and all staff have been invited to share views and talk to peers.

5. Employee Queries

Q: Are there plans to provide any more standing desks?

A: If there is demand we can look into adding more. IC will investigate the current usage figures and the availability on booking the current desk with IT team.

6. IT Update and Queries

None

7. Building Services & Facilities Update

The leak in the CSC is currently being investigated and will be fixed when the cause is identified.

8. Green Update

September Climate Change Briefing can be read in full [here](#).

9. Ideas/Suggestions

Another push for recruiting more SCF Representatives. Plan in place for articles, 'meet the team' and current representatives to spread the word. If you are interested in joining, more information can be found [here](#) or email SCF@north-herts.gov.uk.

10. AOB

- **Chair for next meeting** – Tiranan Straughan

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

Louis Franklin #4262 – Admin Support Officer

Tiranan Straughan #4842 – Housing Policy Officer