

Staff Consultation Forum Meeting Minutes – 2nd April 2025

Present: **Managing Director:** Anthony Roche
 Service Director- Resources: Ian Couper
 HR Services Manager: Rebecca Webb
 Staff representatives: Tiranah Straughan, Louis Franklin, Christina
 Corr, Claire Bernard, Katie Thomas
 Technical Operations Manager: Mark Robinson
 Union representative: Dee Levett
 Notes: Ruby Lewis

Circulation: Global

Chair for Meeting: Louis Franklin

1 Apologies and introductions

Mel Ferdaous

2 Restructure Notices

None

3 Matters Arising from Previous Meeting

None

4 NHC Update (including HR and Staff Wellbeing Update)

RW: Following on from the museum restructure that was discussed a couple of months ago, I can confirm that once the consultation had closed, feedback was considered and all proposed changes were adopted. We have now recruited for the supervisor position and that person moved into the role yesterday.

There was a global email sent regarding annual leave as we have just moved into the new annual leave year. Over the next week, carry forward leave and holiday flex will be added to the system.

Q: Were there any issues with MFA?

A: There was a handful of queries, but they have since been worked through and we have had no major issues.

IC: A reminder to everyone that we are now under the new director structure. Also, a reminder to everyone that the financial year has ended, and ask for support from those who are involved in financial year end processes.

Q: It was the first financial year with the new system, how did it go?



A: Everything ok so far.

AR: To update on Local Government Reorganisation (LGR), colleagues will have received email updates, and Hertfordshire have returned their submission. Government have said they will respond by week beginning 28th April. Further information is available on the Hub and this page is regularly updated:

[Devolution and local government reorganisation](#)

5 Employee Queries

CB: Many staff often wear headsets, particularly in careline. They have asked if there could be ear care facilities because it is causing people some issues. Alternatively, we could use one ear headsets.

MR: If there is a need for a different type of headset it will need to be raised with line managers. The default supply ones are part foam and part faux leather. We can get replacement pads or switch to single piece ones, but in a busy office environment this may not work too well.

Q: Do we have a programme for refreshing headsets? If someone is wearing it all day every day, they probably become worn quite quickly. It could be a good time to review if we are using the right type of headset.

A: We do not have a review process currently. If headsets are broken, we can replace them. We are happy to engage with people on it, however they are quite expensive, so it is a significant cost. If they need refreshing an IT ticket can be logged.

DL: In CSC we used to change our headset covers every 6 months, it could be done more often if it is needed due to people getting ear infections etc. It could be worth looking into for departments that use the headsets a lot.

RW: Our health cash plan is available ([Health Cash Plan](#)) for ear care options.

6 IT update

MR: We recently rolled out our new web filter, the transition has been quite clean. We had a few minor issues but they have been resolved very quickly. It is a better product and has saved money. A large file send piece has also just been purchased, meaning large files can be sent and received externally. It will only be given to certain individuals to start with. We also have a new ICT user acceptance policy that will be rolling out soon. It has gone through HR and unison. Once it has come back from the leadership team, it can be passed around and any questions will be answered, it will also be tied in with the learning management system. Heavier restrictions will be placed on the consequences if people do not sign it. Managers will also be requested to book an hour and a half time slot for new starters to come and collect their equipment and read the policy.

7 Building Services Update



IC: We need to change how the building services update is delivered in future due to the restructure. Perhaps a quarterly update that can be added to the agenda.

8 Green Update

[3 Environment Briefing March 2025.pdf](#)

9 Ideas/Suggestions

None

10 Any other business

None

11 Chair of 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

Claire Bernard #4323 - MSU Admin Support Officer

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

Louis Franklin #4262 – Digital Services Officer

Tiranan Straughan #4842 – Housing Policy Officer

Katie Thomas #5021 – Digital and Customer Service Apprentice

Reina Gendle #4188 – Careline Technical Administrator