

Staff Consultation Forum Meeting Minutes – 5 March 2025

Present: **Managing Director:** Anthony Roche
 Service Director- Resources: Ian Couper
 HR Services Manager: Rebecca Webb
 Staff representatives: Tiranán Straughan, Christina Corr, Andrew
 Betts, Claire Bernard, Katie Thomas, Reina Gendle, Antonella Di
 Maria
 Technical Operations Manager: Mark Robinson
 Union representative: Dee Levett
 Notes: Fallon Rumball Nunan, Ruby Lewis

Apologies: Louis Franklin

Circulation: Global

Chair for Meeting: Tiranán Straughan

1 Apologies and introductions

Louis Franklin

2 Restructure Notices

None

3 Matters Arising from Previous Meeting

AR: An update on the leadership and senior management restructure was given in the staff briefing, following Full Council approval, changes will be in place from the 1st April.

4 NHC Update (including HR and Staff Wellbeing Update)

IC: Most information was covered in the staff briefing, the budget has been approved for next year, all proposed will go ahead.

RW: Pay Award 2025: There is an update on the pay negotiation for 2025, the Regional Employer briefings begun in February and ongoing. The Union claim is for at least £3000 across the majority of our spinal points. Once the Regional Employers have considered the feedback from Councils, they will respond to the Unions and make a pay offer.

Multi Factor Authentication: We have been trialling Multi Factor Authentication for iTrent, this will be launched on the 17th of March. Guides on how to use it will be available on the Hub and a link sent via a global email. Those who have taken part in the trial have found it very simple to use, as well as providing additional security.

Personal Development Morning: The next personal development morning is on Friday, Helen Bylett has sent out a global email containing some productivity resources on YouTube from productivity ninja, as well as some resources for neurodiversity week.

5 Employee Queries

None

6 IT update

MR:

- At the end of the month a new web filtering solution will be rolled out,.
- We are in the final stages of investigating the ability for users to send and receive large files.
- Our external PEN test has been carried out with positive outcomes.
- There has been an increase on cyber security incidents targeting NHC users which ICT are monitoring. ICT engage with staff on training but any further ideas on ways to improve peoples knowledge and understanding are welcome.

7 Building Services Update

IC: No updates, but happy to take any questions.

MR: There has been an issue with the TV license rights, this is on our radar but may need picking up and coordinating with IT.

AR: Is this the same issue that has come up before regarding broadcasting in community buildings?

MR: It is more than that, if you have any venue with the ability to access digital content, for example Netflix and iPlayer you need a license. It stems across the whole authority because all our laptops have access to it. It may lead us to need to block all services such as YouTube.

AR: I would suggest every council in the country has had one, it sounds like something all councils should be working together on.

8 Green Update

[2 Environment Briefing February 2025.pdf](#)

9 Ideas/Suggestions

None

10 Any other business

ADM: Virtual Parking Permits:

Following the launch of the virtual parking permits and various communication (global emails, insight article, information on the Hub and at staff briefing), nearly



all staff have applied for their virtual parking permit, and we currently have around 70 outstanding. The deadline is the **10th of March** and we are considering next steps and whether we presume those who have not applied by that point no longer need a permit.. Thank you to everyone who has applied and given feedback, this has been helpful, with most saying it was a very simple process. Those who are currently absent have been contacted by HR

There was a discussion about how the remaining staff could be encouraged to apply for their permits and a suggestion that the individuals and their line managers should be contacted. ADM confirmed this had already taken place. It was agreed that the MSU team would send a reminder to those who have not yet applied and highlight the simple process and that their paper permit is now expired. s

DL: Stewart Philip, who was the Chief Executive twice, has sadly passed away at the end of last year. I wanted to mention it so anyone who may have known him can be made aware.

11 Chair of next meeting

Louis Franklin

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