

Staff Consultation Forum Meeting Minutes – 2nd July 2025

Present:

Director- Resources: Ian Couper
HR Services Manager: Rebecca Webb
Staff representatives: Tiranan Straughan, Louis Franklin, Christina Corr, Andrew Betts, Christine Howe, Melanie Ferdaous, Katie Thomas, Martin Trotter
Technical Operations Manager: Mark Robinson
Union representative: Dee Levett
Notes: Ruby Lewis

Circulation: Global

Chair for Meeting: Louis Franklin

1 Apologies and introductions

Apologies were received from Anthony Roche and Christina Corr

Introductions were given to Christine, and Martin who will be replacing Andrew after attending SCF for 6 years.

2 Restructure Notices

None

3 Matters Arising from Previous Notes


None

4 NHC Update (including HR and Staff Wellbeing Update)

RW: There is currently no further update on pay negotiations..
The next personal development morning is on Friday the 4th July, there is no theme to this personal development morning, so it is a good opportunity to look on Growzone and ensure you are up to date with all mandatory training.

There are various staff training events coming up including RPR for new starters and managers. [Upcoming Learning and Development opportunities](#)

Costco will be at DCO on the 22nd July to talk about options for membership.

[Costco Membership Event](#)  Following the in-person staff briefing on Tuesday, 22nd July, the Costco membership team will be on-site from 12:00 PM to 2...

IC: The Council and employment committee in June confirmed Nigel and Isabelle will be the two new directors. End of year reports have gone through cabinet. We will be receiving news on our funding for the next 3 years soon.

Q: Have we had many responses from the community regarding the budget survey that recently got sent out?

A: As of Monday, we have had 489 responses. We will be promoting it some more shortly.

5 Employee Queries

Q: Meeting rooms seem to be very much restricted to the 4th and 5th floor. Will the equipment in the meeting rooms be updates soon?

A: With regards to availability, a common issue is rooms being booked and then not being used. It is difficult for us to check whether people are booking rooms and then actually using them. Staff need to ensure the booking system is being used correctly. There are no current plans to update the equipment, we have not had any reports of any issues. Most of the kit is only 3 years old or were installed during covid.

Q: Is there any consideration regarding reviewing the pay grades, as there is a missing one that limits staff progression, thus having a knock effect to stymie staff progression below this?

A: We have not used Grade 13 for several years. There is some work being carried out around benchmarking our pay against other Councils. The outcome will be dependent on what we can afford.

6 IT update

MR: We have two different laptop upgrades ongoing. The physical laptop upgrade, we have rolled out 43. It is still in early stages but will ramp up soon. It is dependent on the age of the laptop, the oldest laptops are being updates first, along with new starters. Any concerns regarding this, you can contact me directly.

7 Building Services Update

Multi-Storey Car Park Cleaning

Responsibility for cleaning the two multi-storey car parks has now transferred from Property Services to the Waste team/Veolia contract. Any cleaning-related issues should now be reported to Customer Services, who will log them into CRM for appropriate action.

Hand Sanitiser Units at DCO

Hand sanitiser units were installed throughout the DCO during the Covid-19 pandemic. The supplier of these units and their refills withdrew from the European market in 2024.

As a result, refills are no longer available, and no compatible alternatives have been identified.

It is proposed to replace all units located in the lift lobbies.

All other units will be removed.



The free standing unit in the civic corridor will remain.

The unit in reception and the staff canteen were still full so not deemed necessary for replacement.

Air Conditioning

Our air condition contractor will be working in the DCO week commencing 7th July carrying out air conditioning servicing.

Door Maintenance

Although final dates have yet to be agreed contractors will be working throughout the DCO undertaking fire door maintenance works. It's likely this work will start sometime in July.

Letchworth Multi storey car park

New hold open fire doors are to be installed between the car park and the shopping centre. This is likely to take place late July. The doors are to replace an old fire shutter and to meet the requirements of Herts Fire Service.

Please direct any questions or concerns to the Property Services inbox.

8 Green Update

Read [here](#)

9 Ideas/Suggestions

LF: I will continue to upload brief notes from the meeting on Viva Engage, it helps to promote SCF and bring awareness to what the meeting is for.

The planning team will be approached about having a representative in SCF.

10 Any other business

August meeting will not go ahead.

11 Chair of next meeting

Katie Thomas.

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

Melanie Ferdaous #4324 – Admin Support Officer