

Staff Consultation Forum Meeting Minutes – 1st October 2025

Present:

Chief Executive- Anthony Roche
Director- Resources: Ian Couper
HR Services Manager: Rebecca Webb
Staff representatives: Louis Franklin, Christina Corr, Martin Trotter, Christine Howe, Melanie Ferdaous
Technical Operations Manager: Mark Robinson
Union representative: Kieth Fitzpatrick Matthews
Notes: Ruby Lewis

Circulation: Global

Chair for Meeting: Louis Franklin

1 Apologies

Tiranan Straughan
Dee Levett
Katie Thomas

2 Restructure Notices

None

3 Matters Arising from Previous Meeting

None

4 NHC Update (including HR and Staff Wellbeing Update)

Staff event - We had approximately 200 people attend the staff event, thank you to everyone who took part or help to organise. We have had a good response on the feedback form, both positives and areas of improvement for next time.

Flu vaccinations - We are offering flu vaccinations through a voucher scheme for anyone who does not get one on the NHS. A global email has been sent containing the details, please respond by the 6th October.

[Mental health walk and wellbeing room](#) - On the 9th October we will be hosting a mental health walk and launching the wellbeing room. The wellbeing room will be a space to go for a mindful break to help staff look after their mental health, for example after a difficult phone call or interaction with a member of the public. The room will have Lego, colouring, cushions and plants however we are open to any feedback and suggestions.

[Be Calm](#) - An article will be put on insight to give further information on be calm – a wellbeing platform that can be used to help with anxiety, sleep aids and more.

5 Employee Queries

None

6 IT update

Upgrades on the 4th October - Certain systems will not be in use on this day between 15:00 and 19:30. All teams who need to be aware of this have been told. Further upgrades will happen soon, and notifications will be sent as and when.

VPN solution – will be rolled out soon, this will help improve resilience in the event of issues such as a power cut.

Impersonation attacks – new starters are being targeted. Information on this is included in the HR induction meeting and will also be included in the laptop handover policy.

Teams' retention policy – we are implementing a new retention policy that removes content from old messages for the purpose of FOI's SAR's etc, it is not yet decided how long the period will be. More information will be coming soon, we are happy to hear any feedback. There is a lot more to discuss, training and more information will be coming soon.

7 Green Update

[9 Sustainability Briefing September 2025.pdf](#)

8 Ideas/Suggestions

Q: Do we know if other councils have anything similar to SCF? How will things be implemented to ensure we still have SCF or similar in the new structure?

A: This level of detail has not yet been discussed. Every council will have its equivalent. It will be covered in the workforce work stream at some point.

Any questions regarding Local Government Reorganisation can be emailed to HR and will be put in the FAQ being published on the hub.

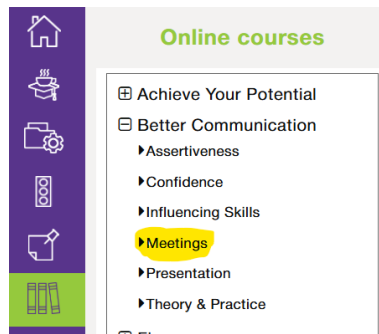
9 Any other business

None

10 Chair of next meeting.

Louis Franklin

Growzone modules on meetings and how to chair can be found in the Meetings section of the online course's menu:



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

Louis Franklin #4262 – Digital Services Officer

Tiranan Straughan #4842 – Housing Policy Officer

Katie Thomas #5021 – Digital and Customer Service Apprentice

Martin Trotter #4541 - Shared Service Contract Officer – Waste

Christine Howe#4832 - Client Services Support Officer

Melanie Ferdaous#4324 – Admin Support Officer