

Staff Consultation Forum Meeting Minutes – 3rd December 2025

Present:

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

Circulation: Global

Chair for Meeting: Melanie Ferdaous

1 Apologies

Anthony Roche
Christina Corr
Christine Howe

2 Restructure Notices

None

3 Matters Arising from Previous Meeting

None

4 NHC Update (including HR and Staff Wellbeing Update)

Pay Negotiations – Pay negotiations for 2026 have begun. The claim from the Union has been received and needs to be considered by National Employers. Currently they are proposing £3000, or 10% - whichever is greater. They are also proposing for a shorter work week, and extra day of annual leave. We complete a questionnaire about what is affordable, and this is considered by National Employers. I will keep everyone updated at this meeting.

Wellbeing – We have supported Tech timeout this Tuesday, it is good for mental health and productivity. Lots of illnesses are going around at the minute, so it is worth reminding everyone of the [GP Helpline](#). December can be a difficult time for many people, and information about [Financial Wellbeing](#) can be found on the Hub.

Neurodiversity network – The next neurodiversity network is being arranged, and we are currently looking at a date in February.

[Local Government Reorganisation and Devolution](#) – A lot of global emails have been sent as the submission went in. Information can be found on the Hub.

5 Employee Queries



Q: Can the stairs in the multi-storey car park be cleaned, as they do not smell good.

A: This falls under waste management, any issues please let us know and we can send a team to deal with it. The multi storey stairs have been raised with the contractor.

Q: How often do they get cleaned?

A: There is a schedule, I am unsure of what it is.

Q: The lights in the car park are flickering, who is responsible for that?

A: Property services, the lights are due to be replaced soon.

6 IT update

A printer change is in progress, most users will not be affected. We will be making the change soon, as there may be some issues with migration as we are not able to put data into the new system. When you print from home now, you are then able to go into the office a few days later and print, we will not be able to migrate those across. Warnings will be sent to everyone. They are the same machines, just newer.

We are progressing with the VPN roll out, test users are being contacted to be booked in.

A reminder that to access IT out of hours, please call 444 at any time day or night. It will come up with a message saying it is out of hours, but you will then be pushed through. The facility is there for everyone to use, and the Christmas period will be covered.

Q: What is considered an emergency?

A: There is an element of common sense, if we get called out and it is not an emergency, we will say at that point.

7 Green Update

[10 Sustainability Briefing October 2025.pdf](#)

8 Ideas/Suggestions

Q: Can the meetings in January and February be merged?

A: The January meeting is currently scheduled for the 7th. We can cancel both the January and February meetings and put one meeting in the end of January.

9 Any other business

10 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

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