

Staff Consultation Forum Meeting Minutes

Wednesday 3rd June 2026

Via Teams

Present:

Director- Resources: Ian Couper

HR Operations Manager: Jo Keshishian

Staff representatives: Tiranán Straughan, Louis Franklin, Christina Corr, Christine Howe, Katie Thomas, Melanie Ferdaous

Technical Operations Manager: Mark Robinson

Union representative: Dee Levett

Notes: Fallon Rumball-Nunan

Circulation: Global

Chair for Meeting: Christina Corr

1 Apologies

Martin Trotter

2 IT update

- Following feedback from the in-person staff briefing, audio issues have been addressed. Speakers have been repositioned to improve sound quality, and an induction loop is available for hearing-impaired staff.
- Work continues on Local Government Reorganisation (LGR) preparations, including plans to introduce enhanced password security (12–14 characters).

Query:

Rising desks have been installed but are not yet available for booking.

Response:

This is in progress. IT is working with Property Services to ensure all factors are considered. An update will be provided once finalised.

3 Matters Arising from Previous Meeting

None

4 NHC Update (including HR and Staff Wellbeing Update)

- **Pay award** – Trade unions have rejected the latest employer offer and are considering strike action. Further updates will be provided next month.
- **Personal Development morning** – This month's focus is neurodiversity. Resources, including podcasts and webinars, have been shared via email.
- **[LGR Change Network](#)** - Staff volunteers have been invited to become Change Champions. The deadline for expressions of interest due to close on Friday 5th June.

- **Wellbeing:** The latest Insight publication includes articles on wellbeing for men and women, supported by additional resources in the [Work-Life Toolkit](#).

5 [Inclusion Group Update](#)

- Next meeting scheduled for **16 July 2026**
- "[Little Voice](#)" video shared at the staff briefing

6 Employee Queries

- **Mandatory Learning:** Concerns raised regarding the volume and relevance of training (both in-person and eLearning), particularly for non-public-facing roles.
Action: IC to review with the Safeguarding Team.
- **Accessibility:** Difficulties reported accessing the building, particularly the 'arc', independently.
Action: Issue to be referred to HR (with consent) and Property Services to identify solutions.

7 Green Update

[5 Sustainability Briefing May 2026.pdf](#)

8 Ideas/Suggestions

- Suggestion to increase visibility and promotion of SCF ahead of LGR.
- Discussion held; several ideas proposed.
- A subgroup meeting has been arranged to take this forward.

9 Any other business

Arrangements underway to invite John Laurence (UNISON) to brief staff on LGR, following positive attendance at the previous session.

Next Meeting

Chair: Louis Frankling

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