

Staff Consultation Forum Meeting

07 August 2019



Present: Dee Levitt (**DL**), Hannah Sweetman (**HS**), Mark Fleming (**MF**), Steven Cobb (**SC**), Debbie Hiscock (**DH**), Toby Le Sage (**TLS**), Anthony Roche (**AR**), Emma Jellis (**EJ**), Kerry Shorrocks (**KS**), Ben Glover (**BG - Chair**), James Watson (**JW**), Lea Ellis (**LE**), Ian Couper (**IC**), Caitlin Bruce (**CB - notes**)

Circulation: Global

1. Apologies

Christina Corr, Vic Godfrey, Rebecca Webb

2. Matters Arising

None discussed

3. Commercial Restructure

MF explained that there is currently a full time commercial support officer and a vacant full time commercial support officer. After discussions with the team it has become clear that there is enough capacity within the team without having to recruit more staff as Steve Crowley's PA also works as a part time commercial support officer. The plan is to move this employee to the full time role which is currently vacant. **MF** said that the team felt there would be enough capacity with 2 full time support officers to deal with workload meaning the remaining budget could be used to fund a part-time PA post and a part-time Estates support officer post. No questions were asked or issues raised.

4. Licencing Restructure

SC said that the restructure had been approved by SMT in the following format: **SC** remaining as Licencing Manager, both the licencing officer and senior licencing officer will now have the same job description and person specification and career graded post. The existing person specifications were merged to create the new one which goes from grades 5 – 8. **SC** explained that there would be no risk of loss of position or redundancy and this would formalise the opportunity to progress through the team for all members of the team and the assistant licencing officer will have the job description and person specification giving them the opportunity to progress as well, however, the assistant licencing officer post has been capped initially at a grade 6. This does not mean this post will be capped there forever because hopefully this restructure will give us the opportunity to generate additional income through commercial activity, hopefully this additional income will allow us to introduce the full career grading for the assistant licencing officer post at some point in the future.

DL asked if the two current licencing officers are above a grade 5

SC confirmed that they are

5. Building Services Update

DH confirmed that the toilets on floor 2, which were raised as being blocked in the last minutes, had not been reported since **and asked that people report issues as and when they happen.**

DH raised an issue with the 3rd floor gent's toilets, waste had to be removed from underneath the sinks and the soil pipe – several drawing pins and Stanley knife blades were found.

A general reminder: rubbish should not be flushed down the toilets – this includes hand towels as it will cause a blockage

DL suggested bins be put in the toilets

KS suggested reminders about not flushing rubbish be put in the toilets

DH accommodation review – floor 1 has now been done with electoral and committee services having moved. Now waiting for 2 new desks to be delivered, one for floor 4 and one for floor 3, once the IT has been put on these desks the move will be finished

There is no date for the document centre move as of yet

DH reminder that **posters can be put up on notice boards but should be taken down when expired**; there is a new noticeboard in the canteen for ideas which will replace the suggestion box

6. NHDC Update

KS expects more information on the pay claim to be available in September time

We are currently in a standstill period with the payroll having looked at different suppliers, we have now made an offer and are now going through procurement protocols

SAP has been updated for the Christmas closure; **staff will need to book 3 statutory days instead of 2**

KS thanked everyone for the great response we have had to the career development survey

AR asked if there was any news from Serco regarding the system being fixed

KS replied that there was no new update at present but IT teams are working on it.

7. IT Update

Freedom of information and data protection requests are on the increase and IT are finding that the requests that they are having are becoming more detailed and longwinded to answer but will still need to be answered. There have been a few late returns from service areas. **If members of staff do have freedom of information request and they are struggling for time let IT know because they can get an extension if needed.**

IT are looking to replace the older style monitors with new 24 inch monitors, if anyone would like to see how these look go to IT as they have them there. They are the same price now as the smaller screens were when they were purchased.

In the next 2 to 3 months IT are looking in to have some drop in sessions to have a look at Windows 10. One of the changes with the new system will be when you get an attachment instead of just opening it you will have to save it before you can open it (the attachment will be scanned for viruses before it is opened)

Change your passwords on a regular basis – do not write them down or stick them underneath the desk

The top 20 people with the largest mailbox sizes will be looked at, they need to be kept under 1GB. Sort your mailbox by size then get rid of the largest first. You can also save mail to your service area's G drive

KS raised that the G drive's were also beginning to get quite full

TLS said that this would be looked in to and service areas would be worked with to get the sizes down

Testing cleaning brushes for keyboards in IT before introducing them to staff

The redesign on the chamber desks will start on the 02/09

An audit on GDPR has started, **if members of staff have not done the online GDPR training this needs to be done**

AR asked if the top 20 largest mailboxes would include counsellors

TLS replied yes as the 1GB was a global setting

8. Employee Queries

LE was asked to raise the idea of each team taking some time in the staff briefing to explain what it is they do or possible role shadowing – this should help us all understand as a whole what we are working toward

LE was also asked to suggest that at some point all employees attend a council meeting to see what goes on

EJ Raised a comment about parking for Careline staff at night, when there are meetings it is difficult to park – Councillor's park in the disabled spaces and block employee cars

The key themes of the career development survey were to be reviewed and discussed, key themes would be identified and responses to them would be looked in to before it is brought back to the staff briefing for an interactive session

JW asked where yoga would take place now the 2nd floor cannot be used

It is likely that this will be done in rooms 2 and 3 on the ground floor

9. Chair of next meeting

Dee Levitt

Have something to say?

If you have an issue you think should be brought to the attention of the SCF, please contact an 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.

Alternatively you can send any issues to the SCF inbox - SCF@north-herts.gov.uk

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

Representatives and extension:

Lea Ellis #4830 - Community Engagement Team Floor 3

Hannah Sweetman #4231 - Licensing Floor 5

Ben Glover #4248 - Planning Floor 3

Emma Jellis #4312 - MSU Floor 4

James Watson #4209 - Commercial Team Floor 4

Christina Corr #4325 - Senior Technical Officer Floor 5