

Staff Consultation Forum Meeting

06 November 2019



Present: Anthony Roche (**AR**), Ian Couper (**IC**), James Watson (**JW**), Toby Le Sage (**TLS**), Ben Glover (**BG**), Dee Levitt (**DL**), Andrew Betts (**AB**), Allison Fox (**AF**), Emma Jellis (**EJ**), Kerry Shorrocks (**KS**), Olly Charter (**OC – notes**), Jo Dufficy (**JD**), Andy Bateman (**ABa**)

Circulation: Global

1. Apologies

Christina Corr, Rebecca Webb, Lea Ellis, Vic Godfrey, David Scholes, Debbie Hiscock

2. New Representatives

Two new representatives have joined the SCF, Allison Fox from Planning and Andrew Betts from the Buntingford Waste team.

3. Document Centre Restructure

The proposed restructure looks at closing down the Document Centre, and outsourcing any remaining printing to Herts County Council (HCC). **JD** explained that over the years there have been previous restructures at the Document Centre, resulting in there currently being only 2 members of staff working there. In recent years printing has declined by around 60% at the Document Centre, and now the Outbound Mail and ModGov projects will act as a catalyst to further decrease the demand for printing. Alternative options were considered, such as commercialising the Centre or relocating - as a developer has bought the land that the Document Centre is on and so it can't stay in the current building. One person will have a change in line manager, team and location and one redundancy, there is an ongoing consultation, with no option to TUPE over to HCC.

HCC will provide the printing at-cost to NHDC, and no other local business in the district would be able to offer the same. There is a current trial period of outsourcing the printing to HCC.

Council Tax letters along with Careline's printing is now outsourced which was part of the Outbound Mail project.

The printers at the Document Centre are coming to the end of their lease, and so will be returned. IT is currently trying a new printer ahead of the MFD contract coming to an end.

ABa confirmed that there are no issues being raised from the team at the Document Centre.

4. Matters Arising

An MIS note has gone out to members regarding the promotion of 'Working in a Political Environment training'

There is still the issue with SAP. **KS** reminded staff about the message on the intranet to help staff get around the issue: <https://intranet.north-herts.gov.uk/manager-self-service-ongoing-sap-issues> .

If staff are unable to log into SAP they need to close down Internet Explorer and re-open it again.

5. Building Services Update (IC)

The new cleaning contract is in place meaning that there is now an evening office clean as opposed to an early morning clean.

This is an update from what was said at the meeting. Desks are included in the cleaning contract but are only cleaned on an annual basis with materials provided in the cleaning boxes for staff to do more regular cleans if required.

The Air-Con on the 5th Floor is being investigated as it is not operating correctly. The engineers are working on it but have not yet diagnosed the issue.

The 5th floor trial with the Air-Con in the meeting rooms seems to be working well. The Air-Con remains off until it is turned on for a meeting and the room seems to heat up fairly quickly. It is likely this process will be carried out across the floors which will save money and energy.

There was an issue raised about the staff entrance door working intermittently, with some staff struggling to leave the office. **Property Services to look at cause of this issue and ways staff can get help if this happens to them (i.e. a number to call).** **Update: We think this is caused by the sensor getting confused, which can particularly happen when you stop to do something after it has been activated. Pressing the button by the door or going back in to the building and coming out again should fix it. If that doesn't work and it is out of hours then (as a last resort) you can use a fire escape, but please make sure that they properly close behind you. Arena Security are keyholders and can be contacted on 01462 481811.**

Property Services to look at potential 'comment box/board' for staff members to report anything and/or give feedback/suggestions to Property Services by the staff entrance. Update: To avoid comments getting lost or not being acted on promptly, suggested that staff could send an e-mail to the Property Services e-mail address from their phone. The team will still act on e-mails coming from personal addresses.

6. IT Update (TLS)

The new 5 year IT strategy has been drafted up. Previously the strategies have been for 2 or 3 years. Members are now proof-reading the strategy.

The Windows 10 upgrade is making good progress. The IT team will need to update all NHDC PC's to Windows 10, doing 1 bank of desks at a time to avoid major disruption. There will be drop-in sessions for staff to look at Windows 10 as some of the features will look and operate slightly differently.

IT is part-way through the review of the documents stored at Unit 3. Old boxes which have passed the 'keep until date' are being destroyed, as the boxes are starting to decompose. Staff are reminded to retrieve any documents that they need.

IT is also working on an Active Navigation project which will allow service areas to delete old and unused documents from the G-Drive. This is for compliance with regulations rather than saving storage.

The review on retention of document schedules that service areas have is underway. Service areas have been asked to review their retention policies, in aim that they will have around 10/15 regular documents which they know the retention schedule for. This will tie in with the Active navigation project.

IT was asked whether the microfiche down in CSC is being going to be reviewed. **TLS** said IT are aware that it needs to be updated/reviewed but as there is such a large amount of documents it will take a long period of time; therefore it is on hold.

7. NHDC Update (KS + AR)

KS updated the group on the Annual Pay Review bargaining. A letter from the employers' side has been received stating that there will be no action on their behalf until after the general election.

The payroll project is now in the blueprinting stage, which is where the system is being configured to meet the needs of NHDC. Further updates will be provided and hopefully there will be a test system available soon so that training can begin in due course.

KS also gave a reminder of the Christmas close-down:

"As you will be aware the Council have agreed to shutdown the Council Offices for the Christmas period this year from 4pm on Christmas Eve, reopening on 2 January. There are 3 Statutory Days over this period: 27 December, 30 December and 31 December. The additional annual leave for the extra Stat Day has now been added to leave allocations on SAP. Please remind employees that all Stat Days must be booked as leave on SAP (where they fall on normal working days) This should be done by 1st December."

AR reminded staff about the general election in 5 weeks time on 12th December. The elections team will be very busy in the run up to elections and staff are asked to help out on the day of the election, if possible.

The new 2020-2025 Council Plan has been agreed by Cabinet and is due to go to full Council for sign off.

The budget process has been started to decide the budget for the next year.

8. Employee Queries

If cleaning boxes on the floors are nearly becoming empty please send a request to propertyservices@north-herts.gov.uk to re-fill the box.

The deflectors on some of the Air-Con units on various floors are receiving good praise from some staff as they are feeling warmer.

9. Chair of next meeting

Ben Glover

Have something to say?

If you have an issue 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 extension):

Lea Ellis #4830 - Community Engagement team based on Floor 3

Ben Glover #4248 - Planning team based on Floor 3

Emma Jellis #4312 - MSU team based on Floor 4

James Watson #4209 - Commercial team based on Floor 4

Christina Corr #4325 - Senior Technical Officer R&B team based on Floor 5

Andrew Betts #4282 - Contracts Officer (Waste Management based at Buntingford)

Allison Fox,#4203 - Technical Support Officer based on Floor 3