

Trade Union Consultation Meeting

Wednesday, 10 May 2023, 10.30am, Microsoft Teams

Decision Notes and Actions Arising

Attendees LBE

Julie Mimmagh, Chair
Shemelia Lewis, Note Taker

Presenting Officers:

Luis Herrero
Anne Stoker
Cheryl Headon
Joanne Drew
Richard Sorenson

Trade Unions

Paul Bishop (Unison)
Christine Sesstein (Unison)

Apologies

Nick Long (Unite)
Tracy Adnan (Unison)
Anna Woodcock (GMB)
Denise Handscomb-Teagle (GMB)

		OWNER
1.	Care Leavers Service	
	<p><i>Luis Herrero and Anne Stoker presented</i></p> <p>46% of the young people that are currently being actively supported by the Leaving care team have an immigration status other than British Citizens. This includes Unaccompanied Asylum-Seeking Children (UASCS, 10.4%), Former Unaccompanied Asylum-Seeking Care Leavers (32.1%), young people from EU Countries (2.5%) or with other immigration status.</p> <p>Enfield's quota for UASCs intake increased in 2022 and since the end of the COVID-19 pandemic, the service has also seen an increase in direct referrals (i.e., walk-ins, Police referrals etc).</p> <p>As the post holder won't have any case responsibility, it is therefore proposed for the role to be piloted for 12 months on a part time basis and is anticipated grade MM1 given the level of expertise required; the areas of leadership that the post holder will be taking responsibility on as well as the level of challenge and support the post holder will give to case workers and team managers to ensure best practice is embedded and remains in place. At the end of the trial period, it will be considered whether it can become a permanent new role within the Service.</p> <p>The post holder will report directly to Enfield Care Leavers Service Manager.</p> <p>The post will be funded by the savings made from the termination of the contract that the Care Leavers Service has got with the Home Office in providing an embedded officer one day a week.</p> <p>TO asked Is the post holder going to have a dual role with care leavers and asylum? LH responded that the role focuses primarily on LAC and Care leavers but will do work with care leavers who were asylum seekers and young people who have a different</p>	

	<p>nationality and haven't been able to achieve remain in the UK. The post will sit in the care leavers team.</p> <p>TO asked is the role 1 day and a half per week. LH responded Yes. TO asked if the Job Evaluation has been completed? LH responded that this has been completed.</p> <p>TO suggested to advertise this post in-house. AS responded that some people are already interested.</p> <p>TU's had no objections to proceeding</p>	
2. Enfield Catering Service and Schools Traded Services		
	<p><i>Cheryl Headon and Irene Papasavva presented</i></p> <p>Continuation of a key decision paper relating to the non-renewal of Enfield Catering Service Level Agreement with schools which was approved on 25 January 2023. All teams are covered by the by the TUPE arrangements. This proposal sets out the approach to the HR implementation and timeline for the colleagues who were not eligible to TUPE and those who have roles with elements of Catering within them.</p> <p>It is proposed to support continuing development and delivery of customer service to residents and schools in the wider Schools Traded Services capacity the below posts are created:</p> <ul style="list-style-type: none"> • E-Commerce & Trading Co-Ordinator – PO2 term time only +2 weeks • Sales & Marketing Officer (Schools Traded Services and Active Enfield) – SO1 AYR • Senior Business Support Officer – PO2 AYR • Administrative Officer – SO1 AYR <p><u>Posts to be deleted</u></p> <p>Vacant posts:</p> <ul style="list-style-type: none"> • Commercial Operations Manager (MM1) • Designated Area Manager – term time only (SO1) • Schools Traded Marketing Officer (SO1) <p>Affected posts:</p> <p><u>Catering affected Posts:</u></p> <ul style="list-style-type: none"> • Area Managers – term time only (PO1) x 3 (1 fixed term) • Supply Chain and Compliance Assistant (Scale 5) <p><u>Schools Traded Services affected Posts</u></p> <ul style="list-style-type: none"> • Customer Relationship Manager – term time only (PO1) • Admin Officer STS- AYR (Scale 6) • Business Development & Quality Manager- AYR (MM1) 	

	<p>The timeline and new job descriptions will be provided to members of staff at consultation with an anticipated implementation date of the new structure in place by 15th September 2023.</p> <p>JM asked will the staff who are displaced can apply for the posts that are being created. CH responded yes. How many? 7 people IP added some people will redeployed but some may be made redundant because they will want to stick to term-time. CH added business managers have to work all year round so the posts are all year around to support that.</p> <p>TU's had no objections to proceeding</p>	
3.	Children and Family Services	
	<p><i>Anne Stoker presented</i></p> <p>This proposal recommends the creation of a 10-month temporary pilot post, Thomas Hardy House Operations Manager equivalent to the post that is functioning at Joint Service for Disabled Children (Cheviots Centre) which is graded MM1. Thomas Hardy house has a staff amount to 400 people, within in the last 5 months workload has increased and this role has been created to encourage business continuity for the service users and staff. It has no facilities management responsibilities.</p> <p>The postholder will report directly to the Service Manager Business Operations. This role will be recruited to on a secondment/fixed term basis. The service will review the functionality and outcomes of the role throughout this period. By the end of the pilot term, the service will determine whether there is scope, alongside the availability of the necessary funding, to make the role permanent within the service.</p> <p>The post will be funded through existing business operations budget however if the staffing budget is unable to meet the costs, then one of grant funding will be used from Strengthening Families reserves. As stated, the post will be reviewed before the end of the financial year and if it is required to maintain the post on a permanent basis then the service will restructure to identify revenue funding from within existing budgets across Children and Family Services.</p> <p>Post holder will be leading on the business continuity plan of the service, service operations, budget management. When the service manager is absent, they will manage and will shift the culture of the team. Funded by revenue.</p> <p>TO asked Is this similar to a Senior responsible officer that FM has? AS responded that this will need to be determined, the post holder could progress into that type of role but has to be determined in the pilot of this post.</p> <p>TU's had no objections to proceeding</p>	
4.	Response to current housing crisis (verbal update)	
	<p><i>Joanne Drew and Richard Sorenson presented</i></p> <p>Currently in crisis, cost of living is too high that it causes difficulty in finding affordable accommodation which applies to both private and temporary accommodation. Rising numbers of demand for the service. 207 households with children are in shared</p>	

accommodation where 120 of them are in hotels for more than six weeks which breaches statutory duty. Large overspend due to paying for people to live in hotels.

Over the next 6 months the service aims to:

- Reduce number of entries into Temporary Accommodation (TA)
- Increase of the number of placements into Private Rented Sector (PRS)
- Strict focus on statutory duty
- Reduce handover
- National procurement of PRS
- Move people directly from prevention to PRS
- Front loading decisions into prevention activity
- Complete the transfer of TA stock
- Complete handover of regen properties

In order to best support staff and not cause too much change to working patterns and dynamics, these measures have been put in:

- Line management remains unchanged
- Additional resources for staff to use
- Training
- Additional specialist staff
- Market factor supplements to retain staff

Proposing to set up project teams to assist with prevention work and tackle this issue. Need to triple statutory duty numbers.

These will consist of:

B&B reduction

- This project team will be made up out of: Access Team, Supply Team, ½ of Relief Team and Floating support.
- The scope for this project team is to: Help people move on from hotels, national procurement of PRS, support residents in hotels and make new placements into Temporary in temporary accommodation (TA).

Prevention (families)

- This project team will be made up out of: Prevention Team, Resilience Team and ½ of the Relief Team.
- The scope for this team is to: Front-load decisions, reducing entries into TA, focus on statutory duties, perform suitability assessments and support people into the 'Find Your Own Home' scheme.

Prevention (singles)

- This project team will be made up out of: Resettlement Team, Street Homelessness Team, Social Housing Pension Scheme Team (SHPS)
- The scope for this team is to: Front-load decisions, reducing entries into TA, strict focus on statutory duties, perform suitability assessments and support people into the 'Find Your Own' scheme.

TA Move On

- This project team will be made up out of the Housing Solutions Team

- The scope for this project team is to: Focus on residents in existing TA, reducing the number of households in TA, cessation/discharge of Duty, perform suitability assessments, support people into the 'Find Your Own Home' scheme and curlew handback.

TA Transfer

- This project team will be made up out of the: Gateway/PRS Team, Early Intervention and Housing Standards Team.
- The scope for this project team is to: Complete the transfer of TA stock to Housing Gateway and Capital Letters

Immediate Actions:

- TA to be booked within a 90-minute radius
- Emphasis on unit cost rather than location
- Target areas for PRS discharge within the same radius
- Focus on statutory duties
- Robust suitability assessments
- Preparation for Cabinet decision
- Training on offering to support to clients responding to trauma.

PB asked when is the cabinet decision taking place? 7th June. Calling period has passed and will end on 19th June

CS asked are the staff aware of this? RS responded that they will be informed tomorrow but wanted to speak with Trade Union colleagues first.

CS asked if National procurement means moving people out of the borough? JD responded Yes, the aim was to avoid this but due to the increase in cases, this decision has been made.

CS asked how moving transferring temporary accommodation stock to Housing gateway will benefit the teams. RS responded it will provide saving and achieve better focus. The largest cost is at the moment is topping up housing benefit which everyone in TA is entitled to. At the end of each year, the Council reclaims this cost from Central government. For people in TA, we can only reclaim 90% of the 2011 rate of local housing balance. That is a gap £5,500 per property. JD added the support will stay the same but the leases will be under HGL.

CS asked What will be different now to accomplish prevention in this restructure. RS responded that the main change is reducing handover points. At the moment when someone presents as homeless, they will be referred to the prevention team to stop them from becoming homeless. If that fails, they are then referred to Temporary accommodation team and will continue to be referred to other teams if each step fails. The process is now streamlined and will have one case worker from start to finish for each case.

CS asked Do you think the staff will adapt? RS responded that staff would welcome the course of action especially because the shift of the market due to this crisis and will

	<p>appreciate the additional resources. Opportunities to learn new skills so they will have the chance to expand knowledge and experience.</p> <p>JM suggested to promote the counselling service in the Council and how they can access Mental Health First aiders for support.</p> <p>Actions: send presentation to TU Colleagues, invite TU colleagues to consultation meetings (RS)</p> <p>TU's had no objections to proceeding</p>	
5.	Notes of previous meeting, 26th April 2023	
	<ul style="list-style-type: none"> No outstanding actions 	
6.	Any other business	
	None	
	<p style="text-align: center;">Next meeting</p> <p style="text-align: center;">Wednesday, 24 May 2023 10.30am</p> <p style="text-align: center;">Microsoft Teams meeting</p>	