

**Enfield 2017**  
**Wednesday, 17th June 2015, 10.10am**  
**Decision Notes and Actions Arising**

**Attendees LBE**

Tony Gilling  
 Mark Stone  
 Emma Carrigy  
 Nadine Clark (note taker)

Part time: Irene Papasavva, Morna Carroll, Kate Robertson, Nicholas Bowater, Simon James, Ann Otesanya

**Trade Unions**

Anna Woodcock (GMB)  
 Christine Sesstein (Unison)  
 Paul Bishop (Unison)  
 Terry Smith (Unite)

**Apologies**

Tracey Adnan (Unison)

		<b>OWNER</b>
<b>1</b>	<b>Customer Gateway - Heads of Service</b>	
	<p>Kate Robertson and Nicholas Bowater attended for this item</p> <p>A new division will be created which will bring together into one division libraries, customer services, Council Housing customer services, complaints, FOIs and MEQs.</p> <p>Two heads of service will be appointed- one to lead on assisted service delivery and one to lead on electronic channels. Once appointed, the heads of service will then work on the detail for the structures beneath them. The advert for the heads of service will be released on Friday, 26 June closing 5 July.</p> <p>Two options regarding ringfencing for the two heads of service roles were tabled by TG:-</p> <ul style="list-style-type: none"> <li>• option 1 - ringfence to all Council employees</li> <li>• option 2 - ringfence to PO1 and above in the affected population</li> </ul> <p>Over 300 staff are in the affected population of which 24/25 are PO1 or above, however KR is still finalising the list as some areas need to be disentangled. KR informed that she has not yet been given a budget envelope but expects to receive this early July.</p> <p>TUs require time to consider the two options and will respond by Wednesday 24 June.</p> <p>KR to be invited to a July meeting to discuss the budget envelope.</p> <p><b>Library Service</b></p> <p>A lot of change is being proposed around the library strategy which will feed into the Customer Gateway. Libraries were not part of the Business Support hub as staff are not undertaking what is defined as business support work.</p> <ul style="list-style-type: none"> <li>• KR to be invited to a meeting in July to present an update.</li> </ul> <p><b>Co-location: Community Libraries</b> - Enfield has 17 libraries four of which will become flagship libraries (Ordnance Road, Palmers Green, Enfield Town and Edmonton Green). The service is reviewing shared locations/buildings with other services, organisations or voluntary group for the remaining 13 libraries. A robust selection process will be put in place to ensure the most appropriate partner.</p> <p>118 fte work in the library service. The vision is to potentially have staff who can work anywhere in the Customer Gateway as we need the flexibility to move staff to where there is customer demand.</p> <ul style="list-style-type: none"> <li>• KR to be invited to a meeting in July to present an update. PB stated that in the restructure he would like to end the PRP scheme for customer contact staff.</li> </ul>	<p style="text-align: center;">TUs</p> <p style="text-align: center;">TG / KR</p> <p style="text-align: center;">TG / KR</p>

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	<p><b>Consultation</b> Once appointed the two heads of service will then work on their structures. KR has kept Paul Davey ( Council Housing) informed so he is aware of the timescales around appointing new heads of service. A significant amount of discussion has taken place over the last few months around Complaints, FOIs and MEQs and KR expects to finalise the staff list shortly.</p> <p><b>Social Care Access Team</b> - some people in the team will move come across to the Customer Gateway hub, however the affected population list still needs to be finalised. It was agreed that an urgent meeting is scheduled with Lorraine Davies before she goes on leave as if an exact list of the affected population is not known it will delay releasing the two heads of service adverts.</p> <ul style="list-style-type: none"> <li>• TG agreed to feedback to the TUs on Monday 22 June following discussion with Lorraine Davies.</li> </ul> <p>TUs to feedback on their views around the recruitment process.</p> <p>(KR and NB left the meeting)</p>	<p>TG / KR</p> <p>TG</p> <p>TUs</p>
<b>4</b>	<b>Directorate Restructures</b>	
	<p>Regeneration and Environment Ann Otesanya, Simon James, Irene Papasavva attended for this item</p> <p>Tenancy and Estate Management review</p> <p>The review seeks to address some areas of landlord service where we need to improve our response to tenants, leaseholders and members. Formal staff consultation meetings will start in next two weeks following the operating principles of Enfield 2017. The review is looking to integrate various services and move away from specialist functions to neighbourhood management roles. Management is working to a timescale to have everything in place October/early November'15. Key areas for proposed integration are:</p> <ul style="list-style-type: none"> <li>○ Serious cases of Antisocial Behaviour – these will now be dealt with in the community safety unit (Andrea Clemons' team)</li> <li>○ Management of Ground Maintenance – this will now be managed in Highways, but will retain two dedicated roles focusing on Landlord Service</li> <li>○ Bulk Refuse - potential to move the service of two teams (four staff) to Waste Services. Any staff not wishing to move across could stay in the Caretaking Service</li> </ul> <p>Affected teams are: Tenancy Management team Antisocial Behaviour Team Administration posts within all teams Estate Quality Team Resident Liaison Team (move to Technical Services) Sheltered Housing Estate Management Customer Involvement team</p> <p>Current post numbers are 35 and in the new proposed structure post numbers will go down to 34. There will be a reduction in numbers of managers. The DAR will be written after formal consultation is completed.</p> <p>New job descriptions are currently being evaluated. Different skill sets will be required as three different functions will be brought together into one role.</p>	

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	<p>At this stage TG does not think it would be appropriate to gather interest in voluntary redundancy.</p> <ul style="list-style-type: none"> <li>• Technical Services - IP will provide an update at the next meeting.</li> </ul> <p>(IP, AO and SJ left the meeting)</p>	TG / IP
<b>3</b>	<b>Business Support</b>	
	<p>Emma Carrigy attended for this item</p> <p>The final consultation session was held on Monday. The TUs have attended the majority of the consultation meetings and overall EC felt the meetings went well and questions will be fed back into the consultation.</p> <p>Four engagement workshops are scheduled for ADs and HOS to go into the detail of how the changes will work and how services will interact with the business support unit. The final stage of consultation will be a workshop for staff nominated by their AD / HOS to capture their views in order to help inform decisions around the proposal.</p> <p><b>Redundancies</b> 50 requests for voluntary redundancy have been received. No decision can be made until formal consultation is completed. Compulsory redundancies is down, currently at approximately 20/30 fte and managers will continue to work to reduce the number further.</p> <p>It was agreed that a clearer message on compulsory redundancies needs to be issued to the affected population reiterating that management will continue to work towards keeping compulsory redundancies to the minimum.</p>	EC
<b>2</b>	<b>Policy, Data &amp; Performance</b>	
	<p><b>Morna Carroll attended for this item</b></p> <p>8 members of staff have requested voluntary redundancy.</p> <p>There are sufficient posts for staff to apply for. Appointment to PO/SO officer tier positions week beginning 22 June. Individual staff consultation meetings will be held by HR with the staff who have either been unsuccessful in their application or have chosen not to apply, to review alternative options.</p> <p><b>Voluntary Redundancy Requests</b> A business decision on whether staff can be released or not is still to be made. MC is pulling together a matrix with the latest status.</p> <p>(MC left the meeting)</p>	MC
<b>6</b>	<b>Selection Processes</b>	
	<ul style="list-style-type: none"> <li>• PDP - TG requested confirmation from the TUs that they are content with the PDP selection process. TUs advised that they were.</li> <li>• Business Support - a range of tools had been agreed with the TUs and the psychometric assessment for lower grade staff has been removed from the process.</li> </ul> <p>TG further commented that psychometric assessments for the Team Leader roles is a useful aid in the selection process.</p> <ul style="list-style-type: none"> <li>• Enfield Minority Ethnic Staff Group, 11 June - MS fed back that the group had wanted assurance that the testing process is nondiscriminatory and ensure wording</li> </ul>	TG

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	<p>reflects this. TG will speak to Julie Mimmagh.</p> <ul style="list-style-type: none"> <li>• 17 July applications open for the team leader posts.</li> <li>• Query from CS from the staff meeting held 16 June on Single View of Debt - management confirmed to CS that this is piece of technology to be able to view debt.</li> </ul>	
<b>7</b>	<b>Apprenticeships</b>	
	<p>TG made reference to the circulated document setting out five principles.</p> <p>Due to the potential employee relations issues that may arise during a period of significant restructuring, the trade unions and management agreed five principles that will apply during the Business Support restructure.</p> <p>However, the principles do not address the issue of whether Enfield offers the ten level 2 apprentices who are coming to the end of their apprenticeship a level 3 Business Support Apprenticeship during the period 8 June to 1 October. After discussion it was agreed that the ten level 2 apprentices can be offered a level 3 apprenticeship on the proviso that the engagement is supernumerary</p> <p>Further discussion took place on ensuring that the apprenticeship scheme should have a more focused approach on areas where there are skill gaps in the organisation. Apprentices should also not be placed where there is a restructure planned.</p> <p>(EC left the meeting)</p>	
<b>5</b>	<b>Actions arising from last Minutes (3 June 2015)</b>	
	<p>Outstanding item against EC - NC to follow up with EC.</p> <p>Business Support, Compulsory Redundancies item: PB requested a grade profile comparison. EC will provide same at the next meeting.</p>	NC / EC
<b>8</b>	<b>Any other business</b>	
	Terry Smith will be participating in a CBBC programme - filming scheduled for 23 June.	
	11.45am finish	
	<b>Next meeting</b> <b>Wednesday, 1 July 2015, 10am – 11.30am, 3<sup>rd</sup> Floor Meeting Room</b>	

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