

Enfield 2017
Wednesday, 2nd September 2015, 10.15am
Decision Notes and Actions Arising

Attendees LBE

Tony Gilling
 Kate Robertson
 Nicholas Bowater
 Nadine Clark (note taker)

Trade Unions

Roy Dunnnett (GMB)
 Christine Sesstein (Unison)
 Tracey Adnan (Unison)
 Gemma Smith (Unison)

Apologies:

Mark Stone
 Paul Bishop (Unison)
 Terry Smith (Unite)
 Anna Woodcock (GMB)

			OWNER										
1	Customer Gateway												
	<p>Kate Robertson presented</p> <p>Today's meeting was called as a precursor to the staff consultation meetings. Management are seeking today TU agreement to the proposed Gateway Services structure ahead of the staff consultation meetings which commence 7 September 2015.</p> <p>KR referred to the circulated 'Enfield 2017: Gateway Services' document.</p> <p>Agreed Budget Envelope Following the validation of employee and financial records, the budget envelope for Gateway has been confirmed.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="text-align: right;">Total</td> </tr> <tr> <td>Total FTEs in scope</td> <td style="text-align: right;">272.78</td> </tr> <tr> <td>Current budget</td> <td style="text-align: right;">£7,703,738</td> </tr> <tr> <td>Budget reduction target</td> <td style="text-align: right;">40% £3,081,495</td> </tr> <tr> <td>Future budget envelope</td> <td style="text-align: right;">£4,622,243</td> </tr> </table> <p>There is no FTE saving but a lot of management posts have been removed which will help protect lower graded roles.</p> <p>Staff in the affected population can apply for any of the new posts in Gateway Services.</p> <ul style="list-style-type: none"> • Gateway Services Structure Details noted. • Electronic Channels Structure Management are looking to have one generic JD for Customer Services officers across Electronic Channels and Assisted Service Delivery which will allow flexibility to move staff around as customer demand changes. This approach will also provide job security and continuity for staff in the long term. <p>The Productivity Team will work across the whole division working with IT and business support to ensure that IT systems are functioning correctly. Staff rostering will also be managed by this team.</p> <ul style="list-style-type: none"> • Assisted Service Delivery Structure This will cover libraries, face to face, local studies and the museum. The proposed structure will give scale 3 library staff an opportunity to apply for higher graded roles. <p>Schools & Community Services Manager - a schools funded position with no changes to the role.</p> <ul style="list-style-type: none"> • Complaints and Access to Information Structure This team will be the single point of contact for FOIs, MEQs and complaints/SARs. The team will have specialized knowledge and skills. 		Total	Total FTEs in scope	272.78	Current budget	£7,703,738	Budget reduction target	40% £3,081,495	Future budget envelope	£4,622,243		
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Owner	Tony Gilling	Issue Status	final	Doc Number: v2	Page 1 of 3

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	<p>The PO2 officers will also undertake final stage complaints.</p> <p>Post reductions in proposed structure Detailed information was provided on the current filled FTEs, current vacant FTEs and future FTEs. Overall post number reduction will be 104 (42%).</p> <p>Timeline</p> <table border="0"> <tr> <td>Staff consultation meetings</td> <td>7 - 11 September 2015</td> </tr> <tr> <td>Consultation period</td> <td>11 September - 11 October 2015</td> </tr> <tr> <td>Management recruitment</td> <td>16 October - 5 November 2015</td> </tr> <tr> <td>Staff recruitment</td> <td>16 October - 10 December 2015</td> </tr> <tr> <td>New structure live</td> <td>21 December 2015</td> </tr> </table> <p>It is a long recruitment period as we are operating frontline operational services and management need to rota staff off work to attend consultation meetings, prepare for interviews, assessments etc.</p> <p>KR invited feedback/comment from the trade unions. Matters raised:</p> <ul style="list-style-type: none"> • Will staff require training for their new roles? KR advised that key skills and competencies are important rather than knowledge. A training programme will be in place once staff are in post which will include training in new IT systems. • Will the new structure accommodate part time workers? KR confirmed that part time work patterns will continue to be a feature in the new structure. More flexible working patterns can be factored in once mobile working technology is in place. <p>Management are currently reviewing how to build into the application process work pattern requests.</p> <ul style="list-style-type: none"> • Ensuring all staff are able to attend a consultation meeting Managers are rostering staff off work so they can attend a consultation meeting. Follow up sessions will be held for anyone unable to attend a meeting. Staff who work on Saturdays will be offered time off in lieu for having attended a consultation meeting. • Where will telephony and Council Housing staff be based? KR advised that it is anticipated that all telephony staff will be based at the Dugdale Centre. <p>Due to changes in customer demands and business needs staff will need to adapt to a different way of working. Initially management will try to allocate staff in line with expressions of interest, where there is a demand and where an individual's current skills lie but this initial allocation may change over time. KR will emphasis this at the consultation meetings.</p> <p>Expressions of interest - need to be received by Friday, 16 October, 5pm. Management are aiming to make a decision on expressions of interest by end of October.</p> <p>Staff Consultation meetings - full details to be sent to the trade unions.</p>	Staff consultation meetings	7 - 11 September 2015	Consultation period	11 September - 11 October 2015	Management recruitment	16 October - 5 November 2015	Staff recruitment	16 October - 10 December 2015	New structure live	21 December 2015	NB
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10.45am finish												
	<p>Next meeting Wednesday, 9th September 2015, 10am – 11.30am, Tony Gilling's office</p>											

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