

Enfield 2017
Wednesday, 27th January 2016 10.05am
Decision Notes and Actions Arising

Attendees LBE

Tony Gilling
 Nicky Fielder
 Nicholas Bowater
 HR: Irene Papasavva, Sally
 Kanabar-Wilson
 Nadine Clark (note taker)

Trade Unions

Paul Bishop (Unison)
 Christine Sesstein (Unison)
 Pip Constantinou (Unison)
 Stuart Orpwood (Unite)
 Terry Smith (Unite)
 Anna Woodcock (GMB)

John Whistlecraft (GMB)

Apologies

Richard Owen (GMB)
 Tracey Adnan (Unison)
 Mark Stone

		OWNER												
1	Environment and Regeneration update													
	<p>Nicky Fiedler attended and presented an overview on proposed changes to achieve financial savings within Environment for 2016/17 and 2017/2018. NF requested that the update remain confidential as the proposed changes will be going to Cabinet and Council in February.</p> <p>Street Cleansing Reductions required for 2016/17 but proposed staff numbers are not yet known as this is dependent on how the financial saving is delivered (equipment / staff).</p> <p>Grass cutting Reduction in 2016/17 anticipated x 2 staff, but can be closed off via vacancies.</p> <p>Public Realm Improvement Officers (Parks) Part year reduction in 2016/17 of posts from 3 to 1. • NF to provide TUs with potential affected population list.</p> <p>Organic Waste Services Part year reductions anticipated in 2016/17. Ten options are being reviewed, so at this stage NF is unable to indicate the number of staff reductions.</p> <p>Parks Litter Reduction required in 2017/18.</p> <p>It is anticipated that only the Public Realm area will require a re-structure. In the first instance staff will be informed of the proposal and then details confirmed following sign off. TUs will be kept informed throughout the process. (NF left the meeting)</p>	NF												
2	Procurement and Commissioning Hub													
	<p>TG informed that the two Staff Welcome meetings with staff who will be lifted and shifted are taking place - one today and one tomorrow. The meetings are not formal re-structure meetings. TUs expressed their disappointment that a meeting was scheduled today at a time they are unable to attend due to attendance at this forum.</p>													
3	Gateway Hub 28/1													
	<p>Nick Bowater and Irene Papasavva attended for this time</p> <p>Access Team - all 10 posts recruited to</p> <p>Vacancies Vacant roles are being advertised to redeployees, internal staff, agencies and apprentices. • Electronic channel - 33 of the 60 vacancies have been filled. • Library Services - 11 FTEs still to be recruited.</p>													
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Author</td> <td style="width: 20%;">Nadine Clark</td> <td style="width: 15%;">Classification</td> <td style="width: 15%;">official</td> <td style="width: 15%;">Date of First Issue</td> <td style="width: 20%;">27 Jan 2015</td> </tr> <tr> <td>Owner</td> <td>Tony Gilling</td> <td>Issue Status</td> <td>draft</td> <td>Doc Number: v2</td> <td>Page 1 of 4</td> </tr> </table>	Author	Nadine Clark	Classification	official	Date of First Issue	27 Jan 2015	Owner	Tony Gilling	Issue Status	draft	Doc Number: v2	Page 1 of 4	
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	<ul style="list-style-type: none"> • 38 vacancies - posts advertised externally but still open to redeployees and internal staff. Closing date for external advert is Sunday, 31 January. • Complaints and Access To Information: <ul style="list-style-type: none"> • Redeployee recruited to scale 6 post • Vacant 1 x scale 6 post • Vacant maternity cover PO2 Senior Officer • Vacant 0.5 of a PO2 (statutory complaints role) • Vacant 0.5 Library Resources scale 4 <p>Library volunteers PB requested information on:</p> <ul style="list-style-type: none"> • number of roles to be filled • number of applications received • number of successful applicants • recruitment timescale <ul style="list-style-type: none"> ○ NB agreed to provide responses to the TUs. <p>NB confirmed that there is a selection process for the volunteer roles which are different to the Customer Services Officer roles in the Gateway structure.</p> <p>IP advised some staff have agreed to work beyond their notice period to cover the transition as recruitment continues. Extension letters are due to be issued to these staff. Some staff issued with redundancy notices have subsequently been successfully recruited to the Business Support Hub.</p> <p>Customer Service Advisors Main billing Council Tax queries - PC enquired how will the increase in call volume be managed with less staff numbers during this busy period. NB responded that staff notice periods will go beyond the main billing date. As the digital enablement systems are due to be in place in April, it will be a challenging time in the short term.</p> <p>PC and JW advised that staff are dealing with increasing numbers of abusive callers due to the long waiting time before a call is answered. There is a staff policy on the action staff can take to deal with abusive callers - calls can be terminated using agreed scripts. TUs advised they will give advice to their members on how to handle abusive callers.</p> <p>PC and JW further advised that no team meetings or 121s are being held due to insufficient staff numbers to provide cover during these times.</p> <p>TG advised that this forum is for broad strategic consultation on the transformation programme. Some of the issues that the TUs are referring to are short term operational challenges which should be dealt with at a local management level..</p> <p>NB will feedback to Gateway management on today's meeting. (NB and IP left the meeting)</p>	NB
4	Directorate Restructures	
	None.	
5	L&D / HR Hub	
	<p>TG provided an overview of the changes to the L&D / HR Hub. A report will be issued and circulated to the TUs next week.</p> <p>The L&D / HR Hub was the first hub to be centralized in April 2015. The agreement at the time of the hub formation was that during the first year there would be no restructure or reductions and that in the financial year 2016/17 reductions would take place. TG advised</p>	TG

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	<p>that informal staff meetings have been held and staff informed of a new structure which will see a 15% reduction in staff numbers.</p> <ul style="list-style-type: none"> • Schools - one role removed but no redundancy situation as the current post holder is on flexible retirement. • Housing - reduction of two posts but creating a new post which will offer a redeployment opportunity. • Apprenticeship Team - during the year 2016/7 the number of apprentices engaged will fall to approximately 20. The team of four staff will reduce to two. There is one vacancy, so potentially one redundancy. • Corporate Training - increasing the team by one trainer to support Enfield 2017. <p>The TUs will be invited to the formal consultation meetings. In the meantime, TG will send the names of the staff affected by the re-structure.</p>	TG
6	Minutes of the meetings 6 and 18 January 2016	
	<p>Minutes of the meeting 6 January 2016</p> <ul style="list-style-type: none"> • Exchequer Services Hub <p>TUs found Julie Barker's presentation on 18 January very good and informative. The presentation slides will be forwarded to the trade unions.</p>	TG
	<p>Minutes of the meeting 18 January 2016</p> <ul style="list-style-type: none"> • Restructure Report by Head of Operations Parks and Street Scene TUs advised that the four restructure reports have not been received. TG to follow up with Morna Carroll. <i>Post meeting note: reports were circulated by MC to the trade unions on 11 January.</i> • People Transport AW informed that interviews had been held but no feedback received on the outcome of the recruitment process. TG will follow up and advise TUs. • Nepotism An assessment opportunity is not available as the posts at a commensurate level have been filled. • Assessment Hub The final structure will be circulated with today's minutes. • Sports Development Restructure SWK handed hard copies of Jess Khanom's 18 January presentation to the trade unions. 	TG TG TG / SmcT
7	Procurement and Commissioning Hub	
	PB advised that the TUs are waiting to receive the success criteria for the Ernst & Young pilot from James Rolfe following their meeting on 25 January.	
8	Assessment Hub	
	Members are informing the trade unions of their concerns with the high number of staff leaving and the loss of expertise as no skills/knowledge transfer is taking place. There is also concern about systems that will be implemented to alleviate challenges faced are not in place.	
9	Exchequer Services Hub	
	Sally Kanabar-Wilson presented	

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	<p>The final staff consultation meeting was held today and a mop up session will be scheduled for anyone who has been unable to attend. 40 percent savings to be made. There is a table in Julie Barker's 18 January presentation to the trade unions detailing what the grade reductions could be. The table was not presented at the consultation meetings as the data is indicative only - subject to job evaluation and consultation outcomes. The 30 days' formal consultation period ends 26 February and at the end of this graded structures, job descriptions and feedback from staff will be provided.</p> <p>It was noted that the trade unions did not receive invitations to the formal staff consultation meetings of 25 - 27 January. SKW will speak to Enfield 2017 to ensure that the trade unions are sent future staff consultation meeting invites, including the one for the mop up session</p> <p>Affected population list was sent to the unions (AW had a copy) but did not include details of posts, so detailed list to be sent to the trade unions by SKW.</p> <p>SKW distributed hard copies of Julie Barker's presentation of 18 January. (SKW left the meeting)</p> <p><i>Post meeting note – SKW sent AP list to unions along with the 25 – 27 January consultation slide.</i></p>	<p>SKW</p> <p>SKW</p>
10	Any other business	
	<ul style="list-style-type: none"> • Reardon Court <p>Trade Unions advised that Reardon Court staff are not being kept informed of the latest developments. Staff are meeting with management on an individual basis, and some staff would prefer to have the option of trade union representation at these meetings, but this is very difficult due to the volume of meetings being held and the short notice of meeting dates. 60 staff are affected by the closure of this facility.</p> <p>TG informed that these meetings are informal / precursor meetings ahead of the formal consultation meetings.</p> <ul style="list-style-type: none"> • Shadowing day of Customer Service Advisors <p>JW suggested that an invite be extended to senior officers and councillors to spend a day listening in on calls in order to have a better understanding of the volume and type of callers Customer Service Advisors handle.</p> <p>Today was JW's last attendance at this forum. JW was thanked for his contribution at these meetings and for his work at Enfield which was much appreciated. Best wishes were extended for the future.</p>	
11.25am finish		
	<p>Next meeting Wednesday, 10 February 2016 10am – 11.30am, Tony Gilling's office</p>	

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