

**Enfield 2017**  
**Wednesday, 2 December 2015 10am**  
**Decision Notes and Actions Arising**

**Attendees LBE**

Tony Gilling  
 Mark Stone  
 Kate Robertson  
 Lorraine Davies, Marc Gadsby  
 HR: Irene Papasavva  
 Nadine Clark (note taker)

**Trade Unions**

Terry Smith (Unite)  
 Paul Bishop (Unison)  
 Christine Sesstein (Unison)  
 Tracey Adnan (Unison)  
 Richard Owen (GMB)  
 Anna Woodcock (GMB)

Pip Constantinou (Unison)  
 John Whistlecraft (GMB)

		<b>OWNER</b>
<b>1</b>	<b>Gateway Hub</b>	
	<p>Kate Robertson presented</p> <p><b>Recruitment process</b></p> <ul style="list-style-type: none"> <li>• Interviews completed for scale 6 and PO2 posts.</li> <li>• Interviews for scale 4 roles will be completed by the end of the week.</li> </ul> <p>• Vacancies</p> <ul style="list-style-type: none"> <li>- 2 x scale 6.</li> <li>- 0.5 of a PO2 (statutory complaints role) as the person appointed is part time. This will go out to wider redeployment this week.</li> <li>- 1 x PO2 as the person appointed is on maternity leave and cover will be required.</li> </ul> <p>Consultation meetings for MM and scale 6 staff have been booked. Notices will be issued on 14 December.</p> <p><b>PRP payment</b></p> <p>Background: there are a number of staff who receive PRP and will be working a notice period and during this notice period would still be eligible for PRP. KR proposed at the last meeting that from 1 January 2016 to their end date, staff are paid PRP on the basis of the average of their PRP for the last six months.</p> <p>KR has reviewed options as below</p> <ul style="list-style-type: none"> <li>• cost of providing staff with their six months average PRP taking into account sickness absence</li> <li>• cost of providing staff with their six months average PRP excluding any sickness absence</li> <li>• cost of providing staff with full PRP</li> </ul> <p>KR's revised proposal is that staff should receive full PRP less any reduction for non DDA or maternity absence during the notice period. This is fair, reasonable and affordable but dependent on continued attendance. Other aspects of the current PRP scheme would not affect the payment.</p> <p>The TUs agreed to this approach.  <small>(MS arrived to the meeting)</small></p> <p>A discussion took place on the impact on telephony as a consequence of staff leaving the authority or moving into new roles. To-date 20 ftes have left. Management advised that call volumes will decline as IT release new waves of the web site development. However, members of the public need to be encouraged to use on-line channels which will allow telephony staff to help citizens who cannot use the on-line channels.</p> <p>Timescale for the web development - the first wave of IT is already on-line. There will be further releases of IT before Christmas, January'16 and mid-February'16.</p>	

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	<p>KR confirmed that Lagan will continue to be used and there will be no dramatic change in CRM in the near future. Full training on the new CRM will take place.</p> <p>Rotas for January'16 are being looked at now to see how staff will be allocated in January. At the beginning of January very few staff will be working on the on-line channels and will be handling telephony work. CMB have been informed that call waiting times will increase in the next few months due to the changes that management are implementing. The ultimate key success factor is whether the service has helped the customer to resolve the matter they have contacted the Council about. Resolution is being measured and 70% of calls are being resolved but this figure needs to increase.</p> <p>The top 200 processes which cover approximately 90% of contacts to the authority will be monitored to see how the service handles the call and to measure the success of the whole end-to-end customer experience which will include operational service performance. Services need to set achievable resolution timescales if we are to reduce the substantial amount of chasing and avoidable contact we currently receive. In addition, the Council will be launching a new automated switchboard in 2016. (KR left the meeting)</p>	
<b>2</b>	<b>Directorate Restructure</b>	
	<p>Irene Papasavva and Tony Gilling presented</p> <p><b>Food Safety Team</b> There is a proposed change of post within the Food Safety Team as the service is unable to recruit to a PO2 post, due to the specialist nature of the role. It is proposed that the post is replaced by a SO2 role. Morna Carroll will circulate the report</p> <p><b>Schools and Children's Services, Enfield Music Service</b> Business Development Manager, MM2 role TG to circulate the report. <i>Post meeting note: report circulated 3/12/15.</i></p>	<p>IP/MC</p> <p>TG</p>
<b>3</b>	<b>Trading Company</b>	
	<p>Lorraine Davies presented</p> <p>Background: a report went to committee in September recommending the creation of a local authority owned company which will provide services including Day Centres.</p> <p>LD advised that a revised report will be going to Cabinet on 16 December. It is now proposed to have a TUPE arrangement for all staff and new staff will be brought in on the same terms and conditions. Consultation will start following Cabinet.</p>	
<b>4</b>	<b>Reardon Court</b>	
	<p>Lorraine Davies presented</p> <p>In April Legionella was reported at Reardon Court and since then major work has been undertaken in an attempt to resolve this issue and ensure the safety of both residents and staff. Unfortunately it is no longer possible to sustain the temporary fixes in place and undertake the necessary work to remedy the situation. A decision has been taken to close the facility and make alternative arrangements for those who are service users. Management can maintain the regime of interim measures in order to do a planned decant of users.</p> <p>Staff have been kept informed of the situation and LD advised that they have been fantastic throughout this time. Further staff meetings will take place next week so LD can take on board issues raised.</p> <p>The closure will require an extensive redeployment programme, however, it should be noted that vacancies within ASC will not be recruited to in order to keep the roles open for</p>	

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	<p>existing staff affected by the Reardon Court closure. LD is mindful that some staff have recently been moved to Reardon Court and are now facing another change.</p> <p><b>Timeline</b> There will be a phased approach to the closure of the facility as different requirements have to be met for the users. It is anticipated that within two – three months a significant number will have been moved.</p> <p>PB made reference to a list of requested documents that the TUs requested copies of. LD advised that she is collating the documents and will be send those available by the end of the week. LD further advised:</p> <ul style="list-style-type: none"> <li>• DAR - not yet signed as feedback from the director of Regeneration and Environment is awaited.</li> <li>• Staff letter - not yet issued. A 'draft' of the letter will be sent to the TUs.</li> </ul> <p>The responsible officer is Matthew Mulvany who is reporting to John Griffiths. It was agreed future communications to the TUs will be channeled through Tony Gilling (LD and MG left the meeting)</p>	LD
<b>4</b>	<b>Assessment Hub</b>	
	<p>Voluntary redundancies - 70 requests received. Release and notice dates to be agreed, but it is anticipated the majority would leave in March 2016.</p> <p>Recruitment to MM roles taking place this week and assessments for officers being undertaken over the course of the next few weeks. A detailed update will be provided at the next meeting.</p>	SMcT
<b>5</b>	<b>Minutes of the meeting 18 November 2015</b>	
	<ul style="list-style-type: none"> <li>• Nepotism <ul style="list-style-type: none"> <li>- TG provided feedback on his discussions with Kate Robertson and confirmed that alternatives are being reviewed, however the reporting line will be to KR. A strategy is required in the long term. TG will pursue the matter and keep the TUs informed.</li> </ul> </li> <li>• Estate Management Review <ul style="list-style-type: none"> <li>- CS raised concern at the number of staff who want to leave. TG replied that the Neighbourhood office roles could provide ideal redeployment opportunities.</li> </ul> </li> <li>• People Transport <ul style="list-style-type: none"> <li>- TG will ask Irene Papisavva to provide feedback to the TUs.</li> <li>- AW requested information on how had the two cited roles been defined as specialized roles and also wants to ensure that the two roles are made available to redeployees. TG to follow up and report back to the TUs.</li> <li>- AW and RO met with James Rolfe and Bob Griffiths last week and were advised that information on the temporary arrangements for the next ten days would be provided. This information is still awaited.</li> </ul> </li> </ul>	<p>TG</p> <p>TG</p> <p>TG/IP</p> <p>TG</p>
<b>6</b>	<b>Business Support</b>	
	<p>Recruitment</p> <ul style="list-style-type: none"> <li>- 65 applications have been received for 1 x scale 5 post.</li> </ul>	
<b>7</b>	<b>Finance Hub</b>	
	<p>Recruitment</p> <ul style="list-style-type: none"> <li>- 3 completed applications have been received to date for 5 x MM roles</li> <li>- 4 applications received for the HOS role</li> <li>- 9 redeployees have applied for the scale 6 post</li> </ul>	TG
<b>8</b>	<b>Ernst and Young</b>	
	<p>Ernst and Young have been appointed to lead the Council's procurement and commissioning activity until at least to 31 March 2016. The previous success criteria will be</p>	MS/TG

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	<p>shared with the TUs, as will details of the activities they will lead through the new award period, during which we will seek to implement the Enfield 2017 procurement and commissioning hub. Under the terms of the contract, EY are required to identify savings that exceed the cost of the contract awarded.</p> <p>Details will be provided by 11 December.</p>	
<b>8</b>	<b>Any other business</b>	
	<p><b>Section 188</b>  PB requested if in future the letters are also sent to the regional office. TG agreed to this request.</p>	
	11.25am finish	
	<p><b>Next meeting</b>  <b>Wednesday, 16 December 2015 10am – 11.30am, Tony Gilling's office</b></p>	

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