



XChange

Employee Communication and Consultation Group

Draft Minutes of meeting held on Tuesday 29 July 2014 at 2pm in the Kasen Room

Attendance:

Shaun Sannerude, C&CS Representative (Chair)	SSe
Susan Scott, PS Representative (SS) (Vice Chair)	SSt
Charlotte Frost, ICT Representative	CF
David Oliver, Chief Executive	DO
Katy Everitt, Head of Resources & Organisational Development	KE
Phil Grimley, Head of ICT Services	PG
Minutes: Sharon Prior, PA/Executive Support to Chief Executive	SP

ACTION

1. Apologies

1.1 Apologies had been received from:-

- Aime Armstrong, HR Manager
- Jo Minney, ROD Representative
- Palden Dorje, Unison representative
- Lisa Blackler, ES Representative
- Alice Duggan (meeting support)

2. Election

2.1. SSe noted no new nominations had been received for new representatives, following the notice placed on EUNICE. SSe enquired if the current members would be willing to continue in their role for a further year; SSt and CF agreed to this proposal. In their absence from the meeting, SSe agreed to discuss with LB and JM whether they were also happy to continue in their roles for a further year; an update would be noted at the next meeting.

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3. Minutes of previous meeting held on 29 April 2014

3.1. The minutes of the previous meeting held on 29 April 2014 were agreed as a true record. There were no matters arising.

4. XChange Blog Writer – nominee

4.1. CF agreed to prepare the XChange blog following this meeting.

CF

5. Big Team Meetings (BTMs)

5.1. The meeting noted their general positive comments on the format of the Big Team Meetings held on 30 June/2 July 2014.

5.2. **BTM Pay & Benefits Session - feedback**

DO advised feedback on the suggestions received from the three sessions had been prepared by AA, and would be posted on EUNICE by the end of the week. KE noted her thanks to all for the comments received at the sessions.

5.3. DO also confirmed that an announcement that the current internet restrictions would be lifted to allow wider access to more sites for staff would be made soon.

5.4. **Staff Satisfaction Survey**

DO noted the results of the latest Staff Satisfaction Survey had been discussed at CMT that morning. A total of 88 responses had been received, which was a higher response rate than in previous years. The key messages from the Survey were that improvements needed to be made to the James Kasen Award, particularly in terms of communication, and the overall PDR process.

6. **Parking in restricted spots**

6.1. SSe noted that this item was added to the agenda by LB. SSe agreed, as LB was unable to attend the meeting, to speak to LB outside of the meeting.

SSe/LB

7. **ICT Survey discussion**

7.1. PG highlighted the main topics from the results of the ICT survey:-

- **Prioritisation of servicedesk calls / communication** – improvements required in this area, particularly letting staff know where they request is in the queue, and the amount of time it will take to resolve it. Approximately 3500 telephone calls and 2500 call logged over the two authorities (ENC and BCW) had been received in the first quarter. The servicedesk's focus would be to resolve priority 1 and 2 calls first, as these are the top priority calls that affect the business.
- **Printing** – regular meetings had now been set up with Planning staff to resolve their ongoing printer problems. Arrangements had also been put in place for all Planning staff to have a “back-up” printer installed on their PC as a alternative. PG also noted that a new printers would be purchased in the future, and staff would be trained on how to replace toners, etc to enable ICT staff to concentrate on resolving other issues.
- **Use of Technology** – the survey highlighted that we a lot of existing technology, but we aren't using it to its full advantage. A proposal to arrange for suppliers to be on site to review the current use of our systems was being considered.

7.2. **ICT Workplan**

PG had now pulled together an ICT Workplan which had been considered by ENC and BCW Corporate Management Team meetings, as well as the ICT Partnership Board. PG would identify and publish the 3 main priorities within the workplan so that staff were aware of what the ICT Team were currently working on.

7.3. **ICT Students**

CF confirmed that the two new ICT Students, Kieran Griffiths and Amrit Bharaj, would now cover both sites, on a 2-week rotation.

PG left the meeting at 2.30pm.

8. Agree a topic for discussion at the next XChange meeting

- 8.1. DO/KE suggested the two items highlighted from the Big Team Meetings – PDR process and James Kasen Award – be discussed in further detail at the next meeting. Service area representatives to request feedback from colleagues on both items, for noting as part of this discussion. SP/AD to cut and paste comments from the Big Team Meetings feedback document on these two items as background information for the discussion.

**Service area
representatives**

**SP/AD –
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9. Items to communicate in service areas

- 9.1. The meeting agreed the following items for communicating back to their teams:-
- **PDR process and James Kasen Award** – collate comments from colleagues.
 - Big Team Meetings feedback, Pay and Benefit review and changes to WiFi access.

10. Shortlist the James Kasen Award nominations

- 10.1. The meeting considered the nominations received, and agreed to the shortlist to go through to Tea with CMT.

11. Date of Next Meeting

- 11.1. The date of the next meeting was noted as Tuesday 4 November 2014 at 2pm in the Kasen Room.

ADuggan

SS/SP 11.8.14