



## **Staff Consultation Summary- Cleaning and Security transfer to Bristol Waste**

**Dates:** 10<sup>th</sup> November to 10<sup>th</sup> December 2020

**Report by:** David Martin, Head of Facilities Management, 23/12/2020

### **Background**

The proposal to transfer cleaning and security teams to Bristol waste company included a month long meaningful consultation process in order to engage with the staff and relevant trade unions in respect to the potential transfer. The process aimed to talk to the staff about the proposal and consider the opinions of the team, and also looked to answer any questions and queries that they had.

### **How did we engage?**

There were several mechanisms used in order to engage with this large, operational team, which is spread across many locations and with different working patterns. The impact of COVID 19 also meant that traditional large group meetings were difficult to implement in a safe way.

We began the process with sending all staff a hard copy letter, outlining the proposal and the consultation process and requesting personal contact information so they could be communicated with (lots of team members do not have BCC accounts as their roles do not utilise a computer). This was an attempt to ensure that all staff in scope had chance to have their say in the process, to allow their voice to be heard. We had a Somali staff member support translating any information in the letter to ensure that the contents of this letter could be understood.

We ran a series of group consultation meetings via a digital meeting platform. We initially targeted managers and supervisors to support an information cascade and also ran a group session with all staff invited to it. The unions were also invited to all meetings. In these meetings we introduced members of the Bristol Waste team to staff and allowed for free discussions and questions.

During the process we requested that questions got fed into the HR Resources inbox. These were then collated and responded to throughout the consultation period. There were 4 versions of the document circulated, with a total of 60 queries responded to.

There were also a series of 1-1 meetings with individual officers on request. On the whole these related to specific situations of the members of staff, some of the 1-1 sessions included union members representing their staff.

### **Summary**

There were some challenges to the consultation, given the large frontline workforce, and also the impact of COVID 19.

The consultation was collaborative and the team members really engaged in the process, which is evidenced by the fact that we had some many questions. Many of the queries understandably centred on the impact of any contractual arrangements and their terms and conditions, which I feel have been adequately covered during the process.

Other queries were around protection of contractual rights, HR policies, operational queries and the strategic direction of the services.