

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM  
HELD ON 9<sup>th</sup> OCTOBER, 2018**

**PRESENT:** D. Langton, P. Mousdale, D. Walker, S. Guinness, H. Culshaw and J. Watson

**ALSO ATTENDING:** M. Molloy, S. Tisdale, M. Mason, A. Cameron, P. Lloyd and S. Agnew

(Apologies from absence were received from N. Watson, P. Atkinson and J. Whittaker).

**72. MINUTES**

The Minutes of the Management Team meeting held on 18<sup>th</sup> September, 2018 were submitted.

**AGREED**

That the Minutes be approved.

**73. TIMETABLE FOR FUTURE MEETINGS AND POLICY AND RESOURCES WORK PROGRAMME**

The timetable for future meetings was submitted for consideration in conjunction with the Policy and Resources Work Programme.

**AGREED**

That items for future meetings be forward to Jane Watson. **All Management Team**

**74. UPDATE ON THE MEDIUM TERM FINANCIAL PLAN AND FINANCIAL STRATEGY 2019/2022**

The Chief Financial Officer gave a presentation on the current position with the Medium Term Financial Plan and Financial Strategy for 2019/2022.

**75. SECURITY AWARENESS TRAINING – BOB'S BUSINESS**

The Chief Financial Officer submitted a report informing Management Team of the mandatory requirement for all staff to undertake security awareness training and to ensure compliance with the requirement to undertake the regular Bob's Business modules.

A recent desktop review of Bob's Business had been undertaken on 1<sup>st</sup> October, 2018. It was noted that there was varying degrees of activity amongst existing users; some employees had not yet accepted the invitations to join Bob's Business and there were also a number of pending invitations.

It was reported, however, that the majority of users

completed the modules (82% GDPR and 63% general information security awareness) but it was noted that these results were at a level where the organisation remained exposed.

Management Team were reminded that there was a need for everyone to undertake each of the training modules as soon as possible after they were launched.

#### **AGREED**

- (1) That Management Team ensure that all staff are reminded that completion of the Bob's Business modules are mandatory and that these be completed regularly and as soon as possible after they are launched.
- (2) That Management Team be provided with a list of staff activity regarding the completion of the Bob's Business modules.

**All Management Team**

**Marie Mason**

#### **76. INFORMATION GOVERNANCE – FORMATION OF OFFICER WORKING GROUP**

The Financial Services Manager submitted a report on the formation of an officer working group tasked with implementing and over-seeing the Council's Information Governance Framework.

The report also included a summary of GDPR work completed to date and a draft group action plan. It was proposed that the Group would also oversee the ongoing implementation of GDPR.

#### **AGREED**

- (1) That the formation of an Officer Information Governance Working Group be approved.
- (2) That the suggested terms of reference and initial membership of the Group be acknowledged and it be agreed that the Group conclude its own terms of reference once set up.
- (3) That the Group be chaired by the Chief Financial Officer and the outputs from the Group be reported to the Corporate Governance Working Group.

**Susan Guinness**

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#### **77. DEVELOP AND DELIVER THE TALENT MANAGEMENT AND APPRENTICESHIPS**

The Learning and Development Organisation Officer submitted a report on the development of a talent

management programme for the Council that would maximise the strategic use of the Apprenticeship Levy and the Training Budget.

Management Team acknowledged that there were some generic skills across the organisation. It was felt that contract management, programme management and tender procurement were areas that should be focused on to provide staff with the extra skills needed for the organisation to progress in these areas.

#### **AGREED**

- |     |  |                      |
|-----|--|----------------------|
| (1) | That the current position regarding talent management and the use of the Apprenticeship Levy and the training budget be noted.   | <b>Simon Tisdale</b> |
| (2) | That the Learning and Organisational Development Officer meet with relevant Service Managers to identify gaps in specific service areas with a view to developing staff by using the Apprenticeship Levy and/or the training budget. | <b>Simon Tisdale</b> |

#### **78. COMMERCIAL STRATEGY**

Report to be submitted to the next meeting.

#### **79. CUSTOMER RELATIONSHIP MANAGEMENT**

The Corporate Director submitted a briefing note which outlined progress and the next steps with the Customer Relationship Management (CRM) project which was a fundamental feature of the Council's Digital Strategy.

The project would deliver a CRM solution to replace Northgate Front Office and integrate with back office and payment systems. Customers would be provided with the ability to transact online, track their service requests and provide automatic notifications from the CRM via email to inform customers of when their service status changed. It would also be used by Customer Service Advisors in the Contact Centre.

It was reported that the programme commenced in September 2017 and was currently scheduled to be completed by December 2019.

The reported provided a list of projects that had been completed, a list where development had started along with an outstanding list.

**AGREED**

- (1) That the report be noted.
- (2) That Management Team notify the Corporate Director of any areas they feel should be included in the programme.

**All Management Team**

**80. ROLL OUT OF BROADBAND – REQUEST BY INTERNEXUS (IX WIRELESS)**

The Planning, Building Control and Licensing Services Manager submitted a report advising that IX Wireless, a telecommunications provider, had approached the Council with a view to acquiring or leasing parcels of Council owned land.

The Company provided broadband connections using a fixed wireless process and required above ground apparatus to transmit the radio waves. A series of masts were required to facilitate these radio waves.

Initially the Council had been asked to enter into a lease arrangement with the developer on 50 sites. This had since been reduced to 16.

**AGREED**

- (1) That the implications in the report be noted and it be acknowledged that this was a process the Council had to engage in.
- (2) That Members be advised of the proposals submitted for the 16 parcels of Council owned land.

**Neil Watson**

**Neil Watson/  
Jane Watson**

**81. STREET TRADING – AMENDMENTS TO THE POLICY**

The Planning, Building Control and Licensing Services Manager submitted a report on the proposed changes to the Council's Street Trading Policy.

It was reported that there were currently eight holders of Street Trading Consents which covered the provision of hot food and drink from a static location to ice cream vans and mobile fruit and vegetable vendors.

The Policy had been amended to tighten up the existing wording and deal with a modernising marketplace. These amendments were referred to in the report.

**AGREED**

That the amended Policy be agreed and it be submitted to

**Andrew Smith/**

the Licensing Committee for consideration prior to submission to Full Council in December.

**Jane Watson**

**82. STANDARDS IN HOUSES IN MULTIPLE OCCUPATION**

The Housing, Health and Economic Development Services Manager submitted a report on the amended Property, Amenity and Management Standards for Houses in Multiple Occupation.

The amendments had been made following several legislative changes which came into force on 1<sup>st</sup> October, 2018.

**AGREED**

That the amended property standards for Houses in Multiple Occupation be adopted.

**Paul Lloyd**

**83. HOUSES IN MULTIPLE OCCUPATION LICENCE FEES**

The Housing, Health and Economic Development Services Manager submitted a report on the proposed increase for the charge made for Licensing of Houses in Multiple Occupation following the changes introduced by the Licensing of Houses in Multiple Occupation (Prescribed Descriptions) (England) Order 2018.

**AGREED**

That the increase for the charge made for Licencing of Houses in Multiple Occupation be agreed and this be reported to the Policy and Resources Committee for consideration.

**Paul Lloyd/  
Susan Guinness**

**84. ENVIRONMENTAL HEALTH LICENSING POLICY**

The Housing, Health and Economic Development Services Manager submitted a report which provided details of the updated Environmental Health Licensing Policy.

The Policy had been amended to cover the requirements of the Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018 and the Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licence) (England) Regulations 2018.

**AGREED**

That the updated Licensing Policy be agreed.

**Paul Lloyd**

**85. POLICY AND RESOURCES COMMITTEE**

The agenda and reports for the Policy and Resources Committee on 23<sup>rd</sup> October, 2018 were submitted for consideration.

A number of amendments were suggested.

**AGREED**

That the agenda and reports, as amended, be agreed.

**Jane Watson**