

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM
HELD ON 9th JULY, 2019**

PRESENT: D. Langton, D. Walker, N. Watson, H. Culshaw, J. Whittaker and J. Watson

ALSO PRESENT: M. Mason, K. Halton, A. Barlow, S. Agnew, N. Ranade and P. Holden

(Apologies for absence were received from P. Mousdale, S. Guinness and J. McDonnell).

27. MINUTES

The Minutes of the Management Team meeting held on 4th June, 2019 were submitted.

AGREED

That the Minutes be approved.

28. 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.

29. HORIZON SCANNING

The Chief Executive submitted, for information, a report which outlined the relevant emerging national policies and funding opportunities for the Council.

AGREED

That the report be noted

All Management Team

30. GOING DIGITAL

Management Team received a presentation from Neil Ranade (Liberata) on progress with the move to “going digital” within the Revenues and Benefits service.

The proposal was to move paper away from this service to a fully digital end-to-end service that would be more efficient and effective.

It was acknowledged that the principles behind this project could be used in other service areas and Management Team was encouraged to think about this.

It was noted, however, that any changes required regarding the closure of channels of communication would need to be made by Members.

31. ONLINE SERVICE DELIVERY

Management Team received a presentation from Paula Holden (Liberata) on progress with the online service delivery.

Management Team were presented with information regarding customer transaction by phone and face-to-face; call volumes between 8th May and 7th July, 2019 and the number of web hits between January and June this year.

The Councils Interactive Voice Response (IVR) promoted the caller to use the Council's on line services. Since May the Contact Centre call volumes had decreased by 32%, switchboard calls had reduced by 52% and footfall had reduced by 21%.

The Customer Services Team would be focusing on the Revenues and Benefits web pages over the next few months to improve the customer service in this area.

32. INFORMATION SECURITY AWARENESS TRAINING

The Chief Financial Officer submitted a report on a change to the training delivered with regards to information security.

The alternative training solution was called Dojo and had been developed collaboratively with a range of public sector organisations. It contained 12 modules each taking approximately between 3-5 minutes to complete.

A message of the day will be sent out to everyone on 18th July, 2019 with a link for users to access the system along with instructions. Regular reminders would be sent round reminding staff to complete the modules and quarterly reports will be shared with Service Managers.

AGREED

That the report be noted.

All Management Team

33. RISK MANAGEMENT WORKING GROUP

Minutes of a meeting of the Risk Management Working Group held on 6th June, 2019 were submitted for information.

34. POLICY AND RESOURCES COMMITTEE

Management Team considered the agenda and reports for the Policy and Resources Committee on 25th July, 2019.

AGREED

That subject to some slight amendments the agenda and reports for the Policy and Resources Committee on 25th July, 2019 be agreed.

Jane Watson