

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM  
HELD ON 26<sup>th</sup> MARCH, 2020**

**PRESENT:** D. Langton, P. Mousdale, D. Walker, J. Whittaker, N. Watson, H. Culshaw, C. Finn, J. McDonnell, J. Watson, M. Mason, A. Goode, S. Agnew, A. Simm and P. Kirby

*(Apologies for absence were received from V. Green and J. Whittaker).*

**177. MINUTES**

The Minutes of the Management Team meeting held on 23<sup>rd</sup> March, 2020 were submitted.

**AGREED**

That the Minutes be approved.

**All Strategic Crisis MT**

**178. CURRENT POSITION AND SERVICE PROVISION**

Updates were given from each service area about service provision.

Overall services were continuing with little disruption, at the moment. This was as a result of the number of people homeworking and others who had been redeployed to cover any gaps in service provision. Homeworking could be extended further, particularly in Legal and Environmental Services, if more laptops were made available.

The Community Hub had now been launched and was being promoted on the Council's website and through social media. There was now a need spread the message wider and to write to vulnerable people/groups to alert them of the service. Offers of help had been received from 13 individuals/organisations.

**179. IT UPDATE**

The Strategic Crisis Management Team acknowledged all the hard work staff in IT had been doing to assist with the large demand for remote working and all the complications this has brought.

It was reported that everyone on the list for homeworking had now been activated but there were some individual issues which were being addressed. Any problems with connectivity etc., should be emailed to the Helpdesk where possible with a contact number. Team Viewer was also being uploaded onto personal PC's so that IT help could be given remotely.

Every effort was being made to source additional laptops/surface pros so that as many people as possible could work from home.

### **AGREED**

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|-----|--|--------------------------------|
| (1) | That every effort be made to prioritise homeworking and that quotes be obtained for additional laptops/surface pros where needed.          | <b>Shane Agnew</b>             |
| (2) | That Microsoft Teams be rolled out to everyone.  | <b>Shane Agnew</b>             |
| (3) | That staff be reminded to email the Helpdesk with any IT concerns/problems rather than ringing where possible along with a contact number. | <b>All Strategic Crisis MT</b> |

### **180. COMMUNICATIONS BETWEEN TEAMS**

It was suggested that What's App Groups be set up to help communicate with staff faster rather than waiting for them to look at their emails.

Some work mobiles already had What's App on them but the settings prevented anyone creating a group as the setting wouldn't allow access to contacts.

### **AGREED**

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|-----|--|--------------------------------|
| (1) | That WhatsApp Groups be set up for each service area.                        | <b>All Strategic Crisis MT</b> |
| (2) | That any issues connecting to contacts list in work mobiles be investigated. | <b>Shane Agnew</b>             |

### **181. KEY MESSAGES TO STAFF**

The following messages would be communicated to staff in the next guidance: **Jane McDonnell**

- IT update
- Promotion of the Community Hub
- Reminders about social distancing and hygiene recommendations;
- Wellbeing of staff
- A big thank you to all staff

### **182. SUPPLIER PAYMENT ARRANGEMENTS/PROCESS**

The Team considered a briefing note on proposals to implement interim changes to maintain an efficient, secure and prompt payment process at a time when most people were working remotely and increased demand on Council

resources as a result of the Coronavirus outbreak.

The proposal was to only accept requests for payment electronically and for each transaction to be entered onto a spreadsheet. All requests should be accompanied by supporting documentation, also electronically. No cheque payments would be made and all payments would be made by BACS transfer.

Any new supplier accounts would be required to be set up using a new form, attached to the report at Appendix B, and emailed to the creditor's team in the usual manner.

### **AGREED**

- (1) That the proposed changes to supplier payment arrangements and processes be agreed, as set out in the briefing note be agreed.
- (2) That names of nominated staff who will co-ordinate this process be forwarded to Financial Services.

**All Strategic Crisis MT**

**All Strategic Crisis MT**

### **183. EXTERNAL COMMUNICATIONS**

- Currently promoting the Community Hub and would focus on supporting businesses and individuals with regards to information about council tax and business rates;
- Environmental Services were currently promoting double bagging of waste and would be highlighting the need to park considerately to enable refuse vehicles access for the bin collections and also not to come and talk to staff but to respect social distancing.
- Contingencies needed to be in place in the event of an increase in burials. Work had already started on this.
- Group Leaders were being asked about the Officer Scheme of Delegation which would allow Service Managers authority to make decisions without going to a Committee.

**Dean Langton/  
Alison Goode**

**David Walker**

**David Walker/  
Neil Watson  
Philip Mousdale**