

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM  
HELD ON 30<sup>th</sup> MARCH, 2020**

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

*(Apologies for absence were received from D. Langton and J. Whittaker).*

**184. MINUTES**

The Minutes of the Management Team meeting held on 26<sup>th</sup> March, 2020 were submitted.

**AGREED**

That the Minutes be approved.

**All Strategic Crisis MT**

**185. CURRENT POSITION WITH SERVICE PROVISION**

It was reported that there were no real issues with regards to service provision. Homeworking was continuing where possible and there was a skeleton staff in place at the Town Hall to deal with any issues as they arose.

Front line services were coping well and it was reported, with the help of agency staff filling gaps, Environmental Services would be up to full strength tomorrow.

There had been an increase in the number of calls and emails to the Community Hub. Letters would be going out to vulnerable customers advising them of the support available from the Hub.

Letters on assistance regarding business rates and council tax payments would also be sent out shortly. It was expected that this would result in a further increase in calls/enquiries to the Community Hub as well as to the Benefits and Revenue Teams.

**186. LRF UPDATES**

An update was given in relation to the Excess Death Group. Statistics on predicted death rates were expected over the next couple of days. Work was ongoing to ensure there was sufficient burial space and adequate crematoria.

The Head of Legal Services had taken part in a legal conference where the current situation with regards to the courts was discussed. It appeared that the criminal courts were being prioritised but there was uncertainty about other aspects of the system.

**187. IT UPDATE**

It was reported that work was continuing to ensure operational connectivity to staff using their own IT equipment from home. Additional laptops had been ordered last week and there needed to be a discussion about who these were to be rolled out.

The Council's internet bandwidth had been increased from 20 meg to 60 meg. This had been done to maintain speed in the light of the number of homeworkers.

Confirmation from some staff about accessibility using their own equipment was still outstanding. This was proving difficult if they could not be contacted via email. It was reported that an update on some outstanding issues was expected from IT. It was also acknowledged that progress was being made as quickly as possible in the circumstances.

**AGREED**

- (1) That discussions be held on the allocation of the additional laptops.
- (2) That contact details be passed onto Marie Mason for those members of staff who she was trying to contact regarding accessibility whilst remote working.
- (3) That the number of people still coming into work be reviewed in a week's time.

**Dean Langton/  
Marie Mason/  
Shane Agnew**

**All Strategic Crisis MT**

**Philip Mousdale**

**188. COMMUNICATIONS BETWEEN TEAMS**

It was reported that the problem with WhatsApp on work mobile phones had been sorted and managers were now encouraged to set up groups.

**All Strategic Crisis MT**

**189. KEY MESSAGES TO STAFF**

Guidance Note number 5 was to be circulated to all staff shortly. This included an IT update, information about the Community Hub, a reminder about social distancing and annual leave.

The Team were reminded that if staff had leave booked then they should be asked to still take the leave, unless they had specifically been asked not to due to carrying out essential work.

A wellbeing briefing was also to be circulated later today.

**190. ANY OTHER BUSINESS**

- **Key Worker Letters** – these letters had now been posted out to all staff. They would need to be shown if stopped by the Police and presented to schools as appropriate. **All Strategic Crisis MT**
- **Daily Trackers** – a revised tracker had been produced which would capture key information on who was in work, home working and showing symptoms of the virus etc. **All Strategic Crisis MT**
- **COVID-19** – a helpline had been set up for advice regarding various issues relating to the virus but also about living with a vulnerable person. If anyone had any concerns HR could direct people to this resource. **All Strategic Crisis MT**

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