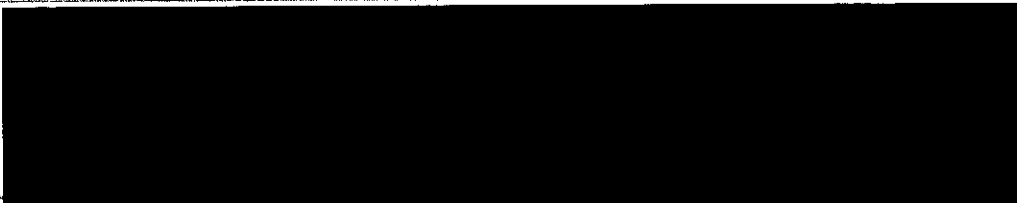
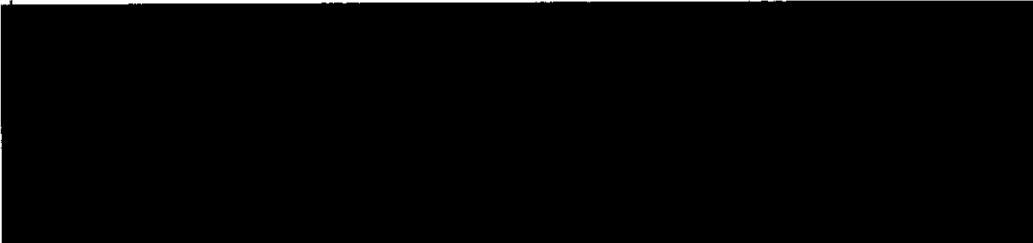


Date/Time 26 th February 2021 13:00 – 17:07	Venue By Teams/Telephone Link
<p>In attendance: Richard Wearmouth Jeff Reid Malcolm Robinson Guy Renner-Thompson</p> <p>Present: Ken Dunbar Robin Earl Colin Dixon Pat Walker Daljit Lally Juliemma McLoughlin Kim Grant (Minutes)</p> <p>Part: Andrew Lovatt (part) Duncan Bowman (part) Julie Dodds (part) Gary Hudson (part)</p> <p>Apologies: Sally Agass Chris Hand Jan Willis</p>	<p>Chair</p> <p>Advance Northumberland Managing Director Advance Northumberland Chief Operating Officer Advance Northumberland Chief Finance Officer Advance Northumberland Governance & Performance Manager NCC Chief Executive NCC Executive Director of Regeneration, Commercial & Economy Advance Northumberland PA</p> <p>Advance Northumberland Director of Developments (Commercial & Infrastructure) Advance Northumberland Director of Developments, Residential Advance Northumberland Head of Economic Growth Advance Northumberland Head of Investments</p> <p>NCC Operational Director Regeneration, Commercial and Economy NCC Finance Director NCC Interim Section 151 Officer</p>

1.0	Notice & Quorum
1.1	The Chair welcomed the attendees and declared the meeting quorate.
1.2	The Chair informed the Board of the resignation of four directors; three independents & one Labour member. The Chair confirmed that the Board remained quorate as four Directors were the required minimum number.
2.0	Apologies for Absence
2.1	The Chair reported that there had been apologies for absence from S Agass, C Hand and J Willis.
3.0	Declarations of Interest
3.1	There were no declarations of interest.
4.0	Minutes of the Previous Meetings
4.1	The minutes of the previous meetings held on the 29 th January 2021 were REVIEWED and AGREED .
4.2	Actions from the 29th January 2021 Board Meeting
4.2.1	
4.2.2	FOI/Data Protection Action: Digitisation of Invoices – Board commented that this had to be agreed by both the Company and the Tenant. Response: The COO confirmed that tenants were written to in advance and given the opportunity to opt in or out of the digitisation of invoices. Paper copies were retained if requested.
4.2.3	

4.2.4	[Redacted]
4.2.5	
4.2.6	
5.0	Matters Arising
5.1	[Redacted]
6.0	Ratification of Virtual Board Decisions
6.1	This item was moved into the Confidential section of the agenda.
7.0	Performance Update FOI/Data Protection
7.1	<p>The Chief Operating Officer introduced the report, the purpose of which was to inform the Board on FOI and Data Protection issues dealt with by the company over the preceding month.</p> <p>The Chief Operating Officer informed the Board that the information included several months' worth of data to give the Board a full record.</p>

7.2	<p>The Chief Operating Officer informed the Board that the Freedom of Information Act 2000 provided public access to information held by public authorities by:</p> <ul style="list-style-type: none"> • Obliging public authorities to publish certain information about their activities and • Enabling members of the public to request information from public authorities.
7.3	<p>The Chief Operating Officer confirmed that we normally had 20 working days to respond to a request. However, there were certain circumstances that we could refuse a request which included:</p> <ul style="list-style-type: none"> • It would cost too much or take too much staff time to deal with the request • The request was vexatious • The request repeated a previous request from the same person. <p>Other exemptions related to particular types of information, for example information relating to government policy, where harm would arise from disclosure or where disclosure would be likely to prejudice a criminal investigation or prejudice someone's commercial interest.</p> <p>The grounds for refusing a request were tightly regulated and before a refusal could be agreed, consideration must be given to the public interest test and the prejudice test.</p>
7.4	<p>The Chief Operating Officer confirmed that Advance Northumberland had received one FOI in January 2021 which was initially reported to the January Board.</p> <p>On 19th January 2020 we received the following FOI request:</p> <p>Hi, I have made a freedom of information request to Northumberland County council, about an asbestos survey report for Manor walks shopping centre in Cramlington The council have advised me to contact yourselves at Advance Northumberland saying you would know some or all of this information. Please would it be possible to see the asbestos survey report?</p> <p>A copy of the Re Inspection of known ACM's at Manor Walks carried out by Asbestos Consultancy Training and Surveying (ACTS) in November 2020 has been provided to the requester within the allocated timescales.</p> <p>We can now consider this matter closed.</p>
7.5	<p>The Chief Operating Officer informed the Board that the Data Protection Act 2018 provided a comprehensive and modern framework for data protection in the UK and set new standards for protecting general data in accordance with the General Data Protection Regulation (GDPR).</p>

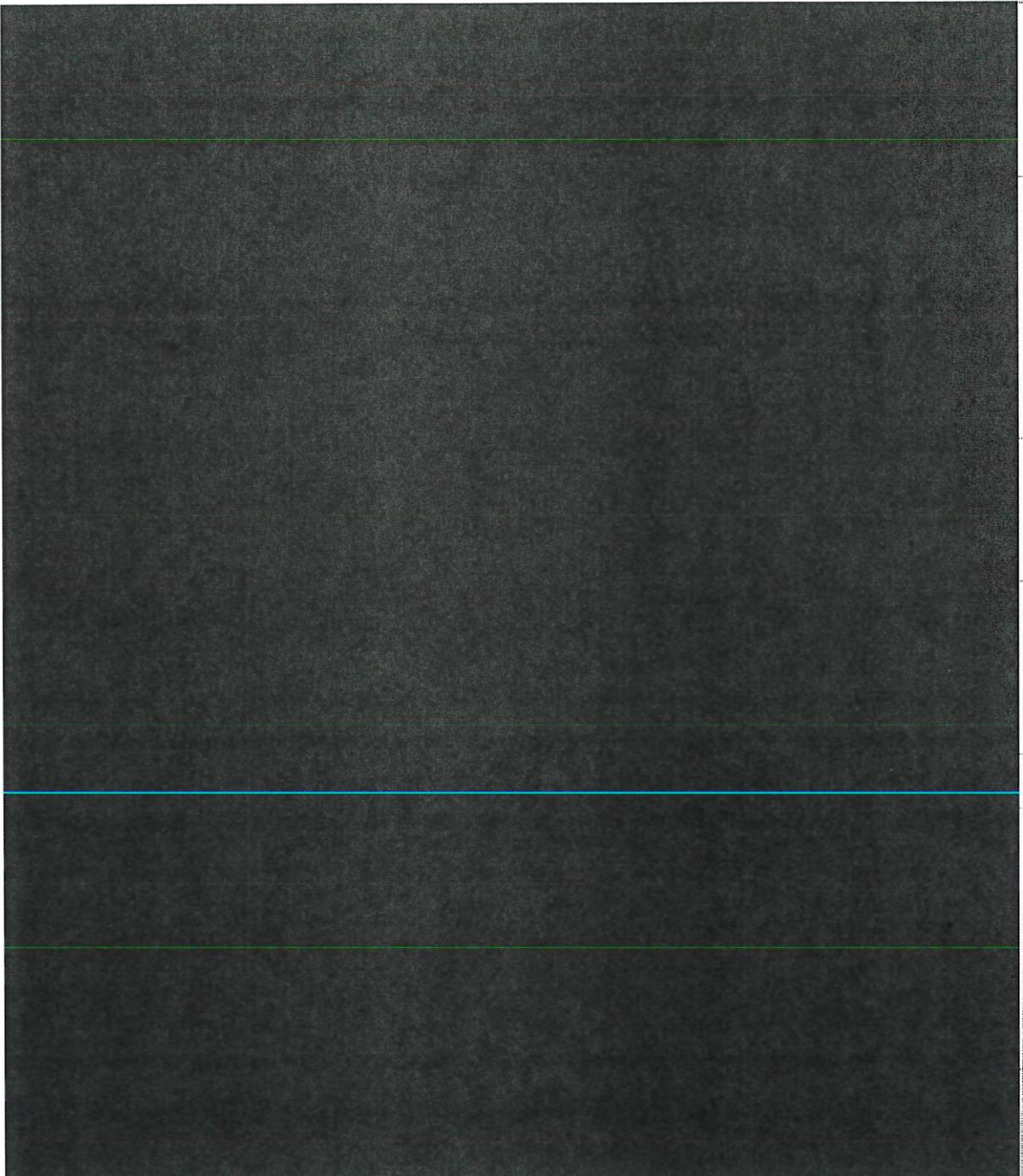
	<p>The right of access, commonly referred to as subject access, gave individuals the right to obtain a copy of their personal data as well as other supplementary information.</p> <p>Individuals had the right to obtain the following information:</p> <ul style="list-style-type: none"> • Confirmation that you are processing their personal data • A copy of their personal data • Other supplementary information – this largely corresponded to the information that you should provide in a privacy notice. <p>We were required to comply with a request without undue delay and at the latest within one month of receipt of the request or (if later) within one month of receipt of:</p> <ul style="list-style-type: none"> • Any information requested to confirm the requestor's identity • A fee (in certain circumstances).
7.6	<p>The Chief Operating Officer confirmed that Advance Northumberland had not received any subject access requests since December 2019 which was reported to the Board.</p>
7.7	<p>The Chief Operating Officer informed the Board that the GDPR introduced a duty on all organisations to report certain types of personal data breach to the relevant supervisory authority. This must be done within 72 hours of becoming aware of the breach where feasible.</p>
7.8	<p>The Chief Operating Officer confirmed that Advance Northumberland had one data breach incident and one near miss incident reported in January 2021 which was reported to January's Board.</p> <p>Data Breach: On the 19th of January 2020, a Business Northumberland customer informed us that, when logging onto the webpage used by Business Northumberland, it became apparent that all users email addresses were visible. The website is provided to Business Northumberland by a third party.</p> <p>Subsequent to the report to Board, the website provider had now published the following notification to users on their homepage site:</p> <p>Customer data concern: We understand that business email addresses may have been visible from this site. This has been resolved and the site is now working normally. If you have any concerns, please contact a member of the team.</p> <p>We can now consider this matter closed.</p> <p>Near Miss: On 28th January, Workman LLP contacted the Head of Estates to inform him that they had been subject to a cyber-attack on their systems. Workman immediately closed their systems down.</p>

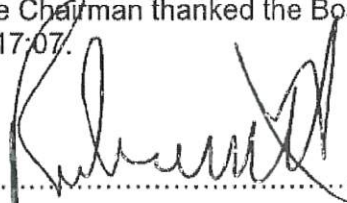
	<p>Workman informed us that they were not aware that any data breach had occurred. Consultants were investigating the issue.</p> <p>On 3rd February, Workman advised us that there had been no data breach and all control measures ensured all data was secure.</p> <p>The Chief Operating Officer confirmed that he had received a copy of the detailed update from Workman which would be circulated to the Board.</p>
	The Board:
7.9	<ul style="list-style-type: none"> • NOTED the contents of the report.
8.0	Policies
8.1	The Agency Workers Policy was brought to the Board under Item 9.
9.0	Approvals
9.1	HR Update & Agency Workers Policy
9.1.1	The Chief Operating Officer presented the report the purpose of which was to provide an update on current HR activities.
9.1.2	<p>The Chief Operating Officer confirmed that the current headcount within Advance Northumberland at 31.01.21 was 132.</p> <p>There were 2 live vacancies;</p> <ul style="list-style-type: none"> • Head of Economic Growth • Customer Service Adviser – mat leave. <p>The following roles had been appointed to since the last report.</p> <ul style="list-style-type: none"> • ERDF Co-ordinator – awaiting health clearance • Project Support Officer – awaiting health clearance
9.1.3	The Chief Operating Officer stated that labour turnover for the year commencing 1st April 2020 was 4.58%. For the 12-month rolling period ending 31st January 2021 the labour turnover was 4.58%. There were no notable trends in this information that would be a cause for concern.
9.1.4	<p>The Chief Operating Officer confirmed that the sickness absence rate for the year commencing April 2020 was 2.20%.</p> <p>We had seen an increase in absence rates due to the following:</p> <ul style="list-style-type: none"> • 2 accidents at work, with both individuals continuing to be absent • 2 long term absences <p>We had referred 6 people to occupational health and were managing this process with line managers.</p>

	<p>We have had 6 people absent due to Covid-19 - 2 long term (1 now returned).</p> <p>There were no patterns or demographics to link the absence causes.</p> <p>Shielding – two people had been told to shield as part of Lockdown 3.</p> <p>There had been 5 incidents of compassionate leave since April 2020.</p>
<p>9.1.5</p>	<p>The Chief Operating Officer informed the Board that we had successfully achieved the Continuing Excellence award. The HR Advisor spoke at a Sharing Best Practice event as a result of work undertaken on our mental health during the pandemic.</p> <p>We had a range of activities arranged for the new year, including:</p> <ul style="list-style-type: none"> • The Big Fat Quiz of the year • Dry January • Coach to 5k • Brew Monday • Keeping Motivated When Working from home • Veganuary • Energy Saving Week • Cervical Cancer Prevention week • House Plant week <p>We had issued a Covid19 support survey with current return rate at 42%. Responses would be reviewed and any issues discussed with appropriate managers / individuals.</p>
<p>9.1.6</p>	<p>The Chief Operating Officer stated that Health Surveillance review appointments had been arranged. Other than those where HAVS were identified in the first round of reviews, Occupational Health had advised that these would be restricted to audio tests due to the low level of HAVs recorded.</p> <p>One review was outstanding due to long term sickness.</p> <p>We continued to monitor exposure using the appropriate equipment. All exposure was significantly below the recommended levels.</p>
<p>9.1.7</p>	<p>The Chief Operating Officer confirmed that we had continued with the random drug and alcohol testing. Since the introduction of this, 82 people had been tested.</p> <p>The programme was reinstated from the 1st July 2020, with our provider now using fingerprint testing rather than saliva for drugs testing. One person had failed the Alcohol test and two (1 contractor) had failed the drugs test since this was introduced.</p>

9.1.8	The Chief Operating Officer stated that our new learning and development portal was live with mandatory training units. There were significantly more programmes to be completed now and these were tailored more to individual roles / responsibilities rather than a blanket approach.
9.1.9	The Chief Operating Officer confirmed that the Customer Care training was on-going. The first 4 sessions focussed on coaching techniques for managers in supporting their team members with customer experience improvements/ issues. The last two sessions were an overview of the training that would be delivered to team members. This would be rolled out from March 2021, subject to any change in working locations
9.1.10	The Chief Operating Officer stated that there were eleven people currently undertaking career pathways. We were supporting these candidates through their college courses, or professional progression remotely (such as interview practice) and had also encouraged attendance at mentor sessions.
9.1.11	The Chief Operating Officer confirmed that there were currently four apprentices within the group studying AAT, Team Leading, IT Practitioner and Maintenance. College courses and support were currently being held remotely and we were in contact with all colleagues to ensure they were getting the most from their training.
9.1.12	<p>The Chief Operating Officer confirmed that of the original forty-eight individuals who were initially furloughed, only two remained prior to Lockdown Three. Both of these individuals were also on long term sick. Their absences were being managed through the sickness absence process.</p> <p>We had furloughed three additional people in January 2021 and a further three had flexible furlough arrangements.</p> <p>In total there were four people who remained on furlough due to health reasons.</p>
9.1.13	The Chief Operating Officer stated that the performance management cycle was April to March. The decision had been taken to postpone mid-year reviews until January 2021. We were currently working to ensure that all objectives were up to date.
9.1.14	The Chief Operating Officer confirmed that the employee forum had met on the 28th January 2021. At this meeting we reviewed the suggestions for the new company values together with some plans on reward & recognition.
9.1.15	<p>The Chief Operating Officer confirmed that we had achieved the IIP standard and had received the report with suggested work to progress to the silver standard.</p> <p>Briefing session for managers on the Management Charter were currently taking place prior to formal launch on the 1st April 2021, although in reality this formalised what was already in place.</p>

9.1.16	<p>Following a question from the Chair regarding vibration testing the Chief Operating Officer confirmed that monitoring of staff was continuing with nothing new to report from last month. The individuals who had been affected, historically, were being handled through Occupational Health. The HSE had confirmed that no further investigation/action was required, as reported at last month's Board meeting.</p> <p>The Managing Director confirmed that weekly reports were issued which would show if there were any spikes.</p> <p>The Chief Operating Officer informed the Board that our vibration alarm levels were set at a fraction of the statutory requirement.</p>
9.1.17	<p>The Chair asked what the timeline was for the completion of mandatory training.</p> <p>The Chief Operating Officer stated that Advance Northumberland had recently transitioned to a new training system and the end of March was the completion date to allow time for staff to work their way through the extensive number of modules.</p> <p>The Chief Operating Officer went on to state that the feedback regarding the new modules had been very positive with the sheer volume being the only negative.</p> <p>The Chief Operating Officer reiterated to the Board that the training was mandatory not statutory.</p> <p>The Chief Operating Officer confirmed that a report would be presented to a future Board meeting regarding the mandatory training completion figures following the transition to the new system.</p>
9.1.18	<p>The Chief Operating Officer introduced the Agency Workers Policy explaining to the Board that there were no changes to the Policy that was previously approved and reviewed by the Board it was just up for renewal.</p>
	<p>The Board:</p>
9.1.19	<ul style="list-style-type: none"> ● NOTED the contents of the report. ● APPROVED the changes to the Agency Workers Policy.
	<p>CONFIDENTIAL ITEMS</p>



13.0	Any Other Business
13.1	There were no matters brought to the Board under Any Other Business.
13.2	The Chairman thanked the Board for their attendance and closed the meeting at 17:07. CHAIRMAN