



MINUTES OF THE MEETING OF THE NACO EXECUTIVE COMMITTEE
held on Wednesday 13 January 2021 via Zoom commencing at 1015 hours

Present:

Jacqui Brazil London Borough of Southwark
Jackie Cansick Stevenage Borough Council
Christine Christensen, Ipswich Borough Council
Anita Cund City of Wolverhampton Council
Deborah Donovan Peacehaven Town Council
Sue Dunkley Erewash District Council
Vanessa Etheridge Sevenoaks District Council
Tracy Frisby N E Lincolnshire Council
Fiona Garth Lewes Town Council
Alex Kowalczyk Former Civic Officer
Penny Harrison Retired Member, Secretary
Margaret Humphrey London Borough of Camden
Liz McCarthy Adur and Worthing Councils
Paul Mayhew Brentwood Borough Council
Paul Millward Nottingham City Council, Chair
Phil O'Brien Erewash Borough Council
Alison Orde St Albans City and District Council
Clare Richardson North Kesteven District Council
Sandra Robinson Belfast City Council
Emara Roth Exeter City Council
Derek Scott, London Borough of Havering
Pat Seager Epping Forest District Council Vice Chair
Andrea Thwaite Cheshire West and Chester Council
Irene Webster Retired Civic Officer
Beverley Wilson Retired Clerk to the Lieutenancy

1	Welcome	
1.1	The Chair thanked all for joining in this third meeting to be held by zoom.	
	It was noted that the meeting would be recorded but that in accordance with data protection rules the recording would be deleted as soon as the minutes were written or in any event within 7 days.	
2	Apologies	
2.1	Apologies for absence were received from Gill Allwright, Jim Babbington, Ruth Darby, and Darren Ellis	
3..	Minutes of last meeting, 16 June 2020, held via zoom – accuracy and matters arising	
	Accuracy:	
3.1	The minutes were approved.	
	Matters Arising:	
3,2	3.2 The situation was unchanged as the Chair said he and Phil had still not yet been able to update the fact sheets but would do so as soon as time allowed. Phil confirmed that the update will be a product of the forthcoming training day.	Paul. Phil
3.3	3.3 Penny said she had now received a little over half the photographs for the website and the Chair encouraged everyone else to send their pictures	Penny and All
	8.2 Penny confirmed that a picture of the Executive meeting via zoom was on the website	
	10.02 Pat apologised for not having been able to take this matter further but had now arranged a meeting to discuss it. Emara said she would send on the information she had promised.	Pat, Emara
	13.02 Phil confirmed he had rewritten the Business Plan and it was now on the website.	
	14.04 Penny said she had looked at the geographical spread of the Executive and the statistics are at Appendix A. It was agreed to try and approach members from the under-represented areas and Phil agreed to co-ordinate this. Penny would supply the names of members in the various regions.	Phil, Penny Beverley, Sandra
.	16 The Chair said he had had several conversations with Bruno Peek regarding the NHS day next July and he asked if there could be reference to it again in the upcoming newsletter.	Phil

4.	Chair's Report	
4.1	The Chair's Report is at Appendix B	
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5	Treasurer's Report	
5.1	The Treasurer's Report is at Appendix C	
5.2	It was agreed that it was essential that the year end accounts be audited prior to the Annual General Meeting.	
5.3	It was agreed that the Association was financially healthy.	
5.4	It had not been possible to finalise the accounts for the Training Event held in Southwark in November 2019 because an invoice had not been received by Jacqui. It was agreed Jacqui should make one further attempt to get this and if it is not forthcoming then the accounts will be finalised and the profit will be divided between NACO and the London Borough of Southwark as previously agreed.	Jacqui, Gill
5.5	It was agreed that following the Training Event in March consideration would be given to the remaining money being held in credit for various authorities and whether or not this should remain as a credit or be refunded.	
5.7	It was noted that it had been possible to obtain public liability insurance at about the same level as previously.	
5.8	Tracy said she understood that the authority for her to operate the bank should soon be forthcoming. It was a very longwinded procedure.	Gill, Tracy
	The Chair said he would remind Gill that it had been agreed that this authority should also be given to Pat.	Gill, Pat
6.	Secretary's Report	
6.1	The Secretary's Report is at Appendix D.	
6.2	The Secretary said that since she wrote the Report there had been an increase in membership which now stood at a record 934.	
7	Training Report	
7.1	Christine said she was most grateful to the Training Sub-Committee who had organised the circulation of a Survey Monkey questionnaire to all members and in particular thanked Phil and Alison who had undertaken most of the work.	
7.2	Phil said that the Survey had gone out to over 900 members and well over a half had opened it. However, only about a third had responded, which is disappointing. Analysis will not start until we have a greater response.	
7.3	There had been an initial difficulty when the first mailing went out as it came from an unrecognisable email address. Subsequent mailings came from a gov.uk address.	
7.4	Penny said she could arrange for a naco.uk.com email address but there would be a relatively small annual fee. It was agreed this should be done immediately. This was organised by the end of day.	Penny Phil Alison
7.5	Phil and Alison said they would send out the Survey once more.	Phil, Alison
7.6	Phil said he would look at the questionnaire in relation to retired members.	Phil

7.7	Phil also said he would include reference to the questionnaire in the next newsletter	Phil
7.8	Phil said we now had a better quality of the logo which he would pass to Alison	Phil, Alison
7.9	Christine said she had had no further contact with Ronnie and Marilyn and thought it unlikely that there would be any new courses because of the current situation.	
8.	Website	
8.1	This continues to work well.	
8.2	Pat said she would take a new picture of the Executive at a zoom meeting for Penny to add to the website, which she did during the meeting.	Penny, Pat
8.3	Phil confirmed that NACO now had a You Tube Channel but there was nothing on it yet.	
8.4	It was agreed it might be possible to put a recording of the AGM in March on the website.	Phil
9.	NACO Training Event and AGM 2021	
9.1	The Chairman asked Tracy in her capacity as Chairman of the Training Event Sub-Committee to take the Chair for this item.	
9.2	Tracy reported on the work of the Sub-Committee and said the members had worked very well together and very hard. They had had several meetings via zoom both as a Committee and with Cartwrights, who were an introduction from Alex, whom they had appointed to be the technical experts for the virtual Training Event. She thanked all the members of the Sub Committee for their hard work.	
9.3	She said the Committee had been working with Danielle and Tom from Cartwright Communications since Alex's introduction and they had agreed to deliver the technical aspects of the Training Event and AGM on 24 March 2021. They are working with us on planning and preparation, pre-recorded sessions, editing and then broadcast.	
9.4	The draft Programme is attached at Appendix E.	
9.5	Cartwright Communications will also supply the "links" between segments on behalf of NACO.	
9.6	Whilst the programme was being organised Penny had worked with Purple Spider to prepare a booking form which provide not only the necessary information for delegates to enter into a contract with NACO to attend the day but to identify the delegates wishes if applicable as to any excess held by NACO in respect of fees.	
9.7	The budget was discussed and the Executive Committee felt this represented excellent value for money. A copy of the budget is to be found at Appendix F.	
9.8	Tracy asked Penny to report on bookings and Penny reported that there had been an excellent response and full details are to be found at Appendix F.	
9.9	Tracy went on to say that Penny has worked tirelessly in cross referencing those delegates who had paid for the March 2020 event and whose funds we had retained.	
9.10	Penny had contacted them all, before Christmas, to allow them priority bookings of spaces and the majority have taken us up on the offer of transferring their money to this event.	

9.11	A NACO newsletter was sent out on 11 January 2021 to all other members and the take up from that has been very promising as well.	
9.12	The Committee held its initial sub-committee meeting on 21 October, followed by a meeting on 12 November; the initial meeting with Cartwrights was on 3 December 2020 and the most recent, last week, on 7 January 2021. Cartwrights have shared what they require from NACO technically and this has been shared with those individuals, as necessary. The Sub-Committee is looking at the next meeting being held on Thursday 4 February.	
9.13	From these meetings excellent communications between the Sub-Committee and Cartwrights have been developed.	
9.14	The newsletter inviting members to book was sent out on 11 January 2021. Once a booking form is received Penny will send out an acknowledgement to the delegates which will include a very short (name and email only) registration form for Cartwright Communications – this is the registration for the live event and must be completed by all delegates no later than midday on 23 March 2021. Once Cartwright Communications receive the registration information, they will send a fortnightly report to Penny to show who has registered and Penny can cross reference this with the NACO Booking Forms. No one should fall through the net!	Penny
9.15	There is a link in the text of the information to direct members to the booking form which is explicitly clear for completion. Once submitted, Penny receives the relevant information for processing.	
9.16	Once a booking form is received requesting a number of places it will be possible to ascertain if a refund is due. It was agreed that if a refund is due it should be made at the earliest opportunity to that local authority, via BACS payment.	Penny, Gill
9.17	All the information from the booking forms and the calculations regarding invoices and credits will be on a shared document prepared by Penny so that the Treasurer will know what refunds are required	Penny, Gill
9.18	If an authority gets in touch to say they are unable to send a representative to the Training Event this year but to request their money to be refunded, in full, this should be refunded at the earliest opportunity to that local authority via BACS payment.	Gill
9.19	When Penny acknowledges a delegates' booking she will send a link to a hidden page on the website where the programme will be displayed and she will add the list of delegates, the AGM Agenda and the Chair's, Secretary's and Treasurer's Reports and audited accounts.	Penny
9.20	Tracy said she had been in touch with Alison so that she, with the sub-committee, may draw up a suitable post event survey to ensure that members' thoughts on this method of delivery are captured straight away. This survey would be sent to delegates immediately after the event.	Tracy, Alison
9.21	Tracy reported that she had asked Cartwright Communications if they had a template for a risk assessment which could be used as a starting point which would also include any risks from them as platform hosts. This will be circulated to the Executive as soon as available.	Tracy
9.22	It was agreed that if any urgent decisions had to be made then the Chairman, two Vice Chairs, Secretary and the Chair of the Training Event Sub-Committee should be delegated to make such decisions, if necessary, taking advice from Cartwrights on technical issues.	Paul, Jim, Pat, Penny, Tracy

9.23	It was agreed to hold a pre-meeting of some of the Executive directly concerned with the delivery of the event at 3.00 pm on Monday 23 March 2021.	Paul, Jim, Phil, Tracy, Penny, Gill, Christine
9.24	Tracy went on to explain that there will be two types of people attending the webinar – Panellists and Attendees.	
9.25	Panellists are the people who can be seen and heard, i.e. anyone presenting or answering questions in the Q&As	
9.26	The Panellists are: Paul Millward, Penny Harrison, Gill Allwright, Phil O'Brien, Tracy Frisby, Jim Babbington, Christine Christensen (After the meeting Alex and Pat were added as Panellists).	
9.27	Each Panellist will be required to attend the Zoom call, on the day of the event from 9:00 am. This is when Danielle and Tom will give us a “debrief” and inform us of how the event will look and what they will be doing in the background.	Paul, Jim, Phil, Tracy, Penny, Gill, Christine
9.28	The Attendees are the people who will register to watch the webinar but cannot be seen or heard. They will simply be on a name on the attendee list and be able to submit questions using the Q&A feature or to pick answers in the polls.	
9.29	The whole Training Event will be recorded by Cartwrights and delegates would be informed of this at the start of the day. A discussion will be held at the next meeting of the Executive about what should be available to members who do not attend.	
9.30	During his welcome to the event, which is live, the Chair will hand over to Cartwrights who will explain the workings of the Virtual Training Event.	
9.31	Tracy and Penny will ensure the Chair is well briefed prior to the event.	Paul, Penny, Tracy
9.32	The Chair thanked Tracy and the Sub-Committee for all the hard work they had put into the preparation of this event and in particular thanked Tracy for her excellent Chairing.	
10.	AGM	
10.1	The old “Top Table” would be replaced by panellists who would speak live and will commence with a welcome from the Chair.	Paul
10.2	The panellists would consist of the Chair, the Secretary and the Treasurer	Paul, Penny, Gill
10.3	The Secretary said the Notice of the AGM and the Agenda were available on the website and there had been a link from the newsletter about the Training Event to these.	
10.4	The Chair’s Report, the Secretary’s Report and the Treasurer’s Report, including the audited accounts for the past 2 years will be displayed in advance on the hidden page on the website, accessible to those attending the Training Event.	
10.5	All the above must be with the Secretary no later than Monday 15 March. This is a non-negotiable date.	Paul, Penny, Gill
10.6	The AGM would be live during the Training Event and reports must be prepared in advance because there is not the option for them to be displayed on the screen for delegates to see whilst the AGM is taking place.	

10.7	After the Treasurer has delivered her report a poll will be taken to accept the accounts which will be administered by Cartwrights.	Gill
10.8	It was agreed to recommend that there should be no membership fee for 2021-2022. After this recommendation is made to members a poll will be taken, again administered by Cartwrights.	
10.9	During the AGM the Election of the Committee for 2021-2222 will be made. It was agreed that nominations for the Executive could be made no later than 23 March 2021 at 6.00 pm	
10.10	It was agreed that any nominations received in advance of the cancelled 2020 AGM would carry forward to this AGM and the Secretary said she would contact everyone to ensure they wished to remain on the Executive.	
10.11	The Secretary would read out the nominations received during the AGM	Penny
10.12	After the nominations have been read a poll will be taken, administered by Cartwrights.	
10.13	Cartwrights will brief the Panellists on how this section of the Event will work in advance.	
11.	Civic Office of the Year Awards 2020	
11.1	Christine reported that she had had some entries for the Awards but the closing date was not until the end of January. It was agreed that a newsletter would go out shortly encouraging more entries.	Phil
11.2	The announcement of the results and the presentation of Awards would be pre-recorded and this would be coordinated by Christine and Cartwrights.	Christine
11.3	It was agreed that as this is a one-off Award there would be no trophies for winners, just a certificate and the prize money.	
11.4	Christine said she would contact the most recent winners to ask them if they would continue to retain the Shield on NACO's behalf.	Christine
12.	ADSO	
12.1	Phil reported he had been able to have a meaningful discussion with John Austin the Chairman of ADSO and he hoped that as a result it would be possible to have much closer ties with ADSO.	
12.2	It was agreed to invite John Austin to attend our webinar as a guest. Phil said he would do this.	Phil
12.3	It was also decided that Phil would work with ADSO to organise the delivery of webinars for Democratic Service Officers who are now having to deal with civic matters for the first time.	Phil
12.4	It was also agreed that Phil would, in conjunction with ADSO. review the Civic Pathway which could be taken through ADSO towards a Diploma.	Phil
12.5	It was agreed to consider a proposal to support officers taking the Civic Pathway at the next meeting of the Executive and Penny was asked to put it on the Agenda for the next meeting.	Penny
13	Communications Officer's Report and items for future Newsletters	

13.1	Phil reported that newsletters had been sent out since the last meeting of the Executive.	
13.2	Items for inclusion in the next newsletter would be: Survey Monkey NHS Day Promote Number of new members COYA Nominations for the Executive Royal British Legion 100 th Anniversary Video Praising Council Workers Promote Michael's Civic Robes Key Worker Pin Badge	Phil
14	Constitution	
14.1	Penny said there were a few minor amendments required to the constitution to update it and she was asked to make these suggestions and bring it to the next meeting of the Executive.	Penny
15.	Update on OLB and transitional arrangements	
15.1	Jim was not present so was unable to report on this.	.
15.2	A front page for the website is being prepared by Jim and Penny and this is ongoing.	Jim Penny
16	Date and Venue/Type of next meeting	
16.1	It was agreed that the next meeting would have to be by Zoom and this would be on a date in June to be agreed by the Chair, Vice Chairs, and Secretary and it was hoped to organise it in early June.	Paul, Jim, Pat, Penny
17	Thanks to Host	
17.1	The Chair thanked Phil for hosting the event via zoom	
18	Any Other Business	
18.1	It was agreed that for resilience there should be a back up zoom account which the Executive could use and Emara, Jacqui and Vanessa all said they could provide this.	Phil, Emara, Jacqui, Vanessa
18.2	It was agreed that it might be necessary in the future for NACO to have its own zoom licence.	
18.3	It was agreed to invite the Prime Warden of the Guild of Macebearers to attend the Training Event as NACO's guest and Penny said she would organise this.	Penny
18.4	Phil said he would be in touch with the businesses who advertise on our suppliers' page shortly as their annual fee is due.	Phil

The meeting closed at 1330

Penny Harrison,
Secretary,
NACO

January 2021

APPENDIX A

Geographical spread of NACO Executive:

Member	Region	Member	Region
Alex Kowalczyk	East Midlands	Jacqui Brazil	London
Alison Orde	South East	Jim Babbington	London
Andrea Thwaite	North West	Liz McCarthy	South East
Anita Cund	West Midlands	Lynda McElligott	East of England
Beverley Wilson	Scotland	Margaret Humphrey	London
Christine Christensen	East of England	Margaret Lobo	London
Clare Richardson	East of England	Pat Seager	South East
Darren Ellis	South East	Paul Mayhew	East of England
Deborah Donovan	South East	Paul Millward	East Midlands
Derek Scott	London	Penny Harrison	East of England
Emara Roth	South West	Phil O'Brien	East Midlands
Fiona Garth	South East	Ruth Darby	West Midlands
Gary Clift	East of England	Sandra Robinson	Northern Ireland
Gill Allwright	London	Sue Dunkley	East Midlands
Irene Wilson	Yorks & Humber	Tracy Frisby	Yorks & Humber
Jackie Cansick	East of England	Vanessa Etheridge	South East

1. The regions are as shown on the membership data base
2. Where Exec members are retired their region is as when they were working

Breakdown is as follows:

East Midlands	4	East of England	7
South East	7	London	6
North West	1	South West	1
West Midlands	2	Yorks & Humber	2
Scotland	1	Northern Ireland	1

APPENDIX B

Chair's Report (Item 4)

As you can imagine I have been very pre-occupied with Resilience matters since we met and have had almost no time to deal with NACO matters. However, be assured that I do read everything sent or copied into me. I have been in touch with Bruno concerning his NHS Day in July.

I keep hoping that there might be some respite from the day job but outside factors have really affected that and the knock on has been a considerable reduction in the time I have been able to spend on NACO matters. I am once again grateful to all the Executive who have given so much of their time over the past few months, in particular to set up a new form of Training Event.

APPENDIX D

Secretary's Report (Item 5)

Since we last the Executive last met in October I have been involved principally with the Training Event Sub Committee under the Chairmanship of Tracy who will report on our work later and I will let you know then what the current state of play is. It has been enjoyable working as part of a small team and putting together a new form of training. Suffice it to say that a lot of hard work and careful thought has brought about what I believe will be a very successful virtual Training Event.

I have been preparing for the registration of delegates for the Training Event and have been in touch with all the delegates who would have attended the Training Event which should have taken place last March. I have also prepared the documentation relating to the AGM.

I have been a member of the Training Sub Committee and we sent out a questionnaire to our members to see what it is members really want from us, particularly in view of the new climate.

Several more members of the NACO Executive have sent me on their photographs and I was able to put these on the website. There are still about 16 members who have not done so.

I have checked the NACO Constitution as required to do once a year and am going to suggest some minor amendments.

There are now 925 members, the same as when we met in October but there have been quite a few comings and goings and whenever I discover that a member has left an authority I try to recruit someone else in the same authority and generally speaking I find someone else who applies to be a member. I believe it is highly probably membership may now drop or level off over the next few months as the full effect of changing circumstances is felt by local authorities.

The usual correspondence with our members has continued as has the issuing of information to our members.

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APPENDIX E



Draft Programme for NACO Training Event
24 March 2021, 1000 to 1400, via zoom

Welcome, address by the Chair, Paul Millward, including information about zoom protocols for the event and details of how the networking session enabling delegates to use the private chat system

Performance Management within the Civic Office – **pre-recorded** talk by Phil O’Brien followed by opportunity for questions and answers

AGM – delivered live, to include polls
introduction by Chair, including his Report
report by Secretary
Report from Treasurer (2 sets of yearly accounts to be displayed on screen)
Poll to be taken to accept the 2 sets of accounts
Possible Poll to change constitution if more than 29 nominations received (it will be known in advance if this is required)
Poll taken to elect Executive en bloc
Report by Phil O’Brien on the results of the Survey Monkey on training

Event Planning in the Future – **Pre-recorded** by Tracy Frisby with opportunity for questions and answers at the end

Comfort break and Networking (Private Chat system)

Pre-recorded announcements of winners of Civic Office of the Year Award 2020 by Christine Christensen, including information from the winners on what they did and possibly from runners up

Update on OLB and a look into the future for the Platinum and other anniversaries – **pre-recorded** by Jim Babbington with opportunity for questions and answers at the end.

Live Closing Remarks by Paul Millward and invitation to comment on this method of training with a question and answer session.