

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM  
HELD ON 1<sup>ST</sup> NOVEMBER, 2016**

PRESENT: D. Langton, P. Mousdale, P. Atkinson, V. Green, J. Whittaker, D. Walker and L. Ritchie

IN ATTENDANCE: G. Dickson, M. Mason and J. Halton

(Apologies for absence were received from N. Watson.)

**ACTION BY**

**75. MINUTES**

The Minutes of the Management Team meeting held on 11<sup>th</sup> October, 2016 were submitted.

**AGREED**

That the Minutes be approved.

**76. TIMETABLE FOR FUTURE MEETINGS & FORWARD PLAN**

The timetable for future meetings was submitted for consideration in conjunction with the Forward Plan and amended.

**AGREED**

That items for all future meetings be forwarded to Jane Watson.

**All Management Team/  
J. Watson**

**77. PERFORMANCE INDICATOR REPORT – QUARTER 2**

Management Team considered a report on performance for the Council's Corporate PIs for the period 1<sup>st</sup> April – 30<sup>th</sup> September 2016.

Appendix 1 set out the performance information for the set of 30 KPIs which were now reported to the Executive in the Strategic Monitoring Report; Appendix 2 contained information on the Corporate PIs that had performed below target for this period.

It was noted that general performance had improved on the same time last year. 60 out of 81 PIs (74.1%) were performing on or above target. 68 out of 81 PIs (88.3%) were expected to meet or exceed targets set for the year.

However, long term sickness absence was up. Another issue was the poor performance in responding to Freedom of Information requests during August 2016.

Underperforming PIs continued to relate to planning applications and appeals, homelessness, recycling and complaints.

**AGREED**

(1) That the Human Resources Manager report back to the next

**Lesley Ritchie**

meeting on sickness.

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|---|---|
| (2) That all responses to Freedom of Information (FOI) requests be copied to Sarah Waterworth to maintain effective monitoring of response times and that the 20 working day limit be adhered to. | <b>All Service Managers/<br/>Sarah Waterworth</b> |
| (3) That reminders be sent to chase FOI responses where necessary and the Corporate Director monitor future performance.  | <b>Philip Mousdale/<br/>Sarah Waterworth</b>      |
| (4) That Service Managers check the narrative in Appendix 1 of the report, and inform Marie Mason of any changes.   | <b>All Service Managers</b>                       |

## **78. STRATEGIC PLAN REVIEW – QUARTER 2 2016/17**

The Strategic Director submitted a report on progress made in achieving the Council's strategic priorities.

Overall progress was good. Of the 156 actions from Service Plans contributing to the delivery of the Strategic Plan 15 had already completed; 106 actions were on target; and 23 actions were slightly off target. The 12 actions overdue were expected to be delivered by the 31st March 2017.

### **AGREED**

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| (1) That the progress of how each service was contributing to the delivery of the Strategic Plan to date be noted.   | <b>All Service Managers</b>                  |
| (2) That the Management Team meeting on 3 <sup>rd</sup> January 2017 be set aside for discussing the Strategic Plan for 2017/18 in preparation for the development of Service Plans. | <b>All Service Managers/<br/>Jane Watson</b> |

## **79. VOLUNTEER FRAMEWORK**

Management Team considered a discussion paper on the formation of a Volunteer Framework. The purpose of the Framework was to provide protocols for volunteers involved in supporting delivery of Council services and set out how the Council intended to support local volunteering opportunities amongst its staff.

The Framework had been developed in conjunction with HR and the Continuous Improvement Group.

Management Team gave feedback on various aspects of the Framework and its content.

### **AGREED**

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| (1) That the Principal Policy Officer and Continuous Improvement Group be thanked for their work on the Framework. | <b>Gill Dickson/<br/>Simon Tisdale</b> |
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- (2) That the Framework be amended in the light of the comments and feedback given; that information be sought on what other local authorities were doing on volunteering; that government policy on volunteering be considered; and a further report and revised Framework brought back to a future meeting. **Gill Dickson**
- (3) That once agreed, the Framework be launched after the Perception Survey in the New Year. **Gill Dickson**

**80. PENDLE DOMESTIC ABUSE ACTION PLAN 2016-19**

Management Team considered the development of a new 3 year Pendle Domestic Abuse Action Plan 2016-19 which had been developed and agreed by the Pendle Domestic Abuse Forum.

**AGREED**

- (1) That the Pendle Domestic Abuse Action Plan 2016-19 be approved. **Wayne Forrest**
- (2) That the Action Plan be submitted to the Executive as part of the report on the Future of the Pendle Women’s Refuge. **Julie Whittaker/  
Wayne Forrest**

**81. ENVIRONMENTAL HEALTH POLICIES: FOOD AND FOOD PREMISES COMPLAINTS AND FOOD SAMPLING**

Management Team was advised of a review of the Food and Food Premises Complaints Policy and the Food Sampling Policy in relation to Environmental Health Food, Health and Safety regulatory services.

The policies were subject to review every two years and the last review had been in September 2014. Only a few minor changes had been made.

**AGREED**

That the updated policies be approved but not be submitted to the Executive. **Stuart Arnott**

**82. EXECUTIVE**

The agenda and reports for the Executive meeting on 25<sup>th</sup> August, 2016 were submitted for consideration.

A number of amendments were suggested.

**AGREED**

That the agenda and reports for the Executive meeting on 17<sup>th</sup> November, 2016 be approved, as amended. **All Management Team/  
Jane Watson**

**83. SCRUTINY MANAGEMENT TEAM**

The agenda and reports for the Scrutiny Management Team meeting on 15<sup>th</sup> November were submitted for consideration.

**AGREED**

That the agenda and reports for the Scrutiny Management Team meeting on 15<sup>th</sup> November be approved.

**Lynne Rowland**

**84. IDOX**

The Strategic Director reported on progress with IDOX.

Testing would be undertaken the following week and if everything went to plan the 'go live' date for Phase II, including Housing, Waste and Environmental Services would be 21<sup>st</sup> November, 2016.