

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM
HELD ON 6th JUNE, 2017**

PRESENT: D. Langton, P. Mousdale, P. Atkinson, N. Watson, D. Walker, J. Whittaker and L. Ritchie

ALSO ATTENDING: S. Astin

ACTION BY

15. **MINUTES**

The Minutes of the Management Team meeting held on 23rd May, 2017 were submitted.

AGREED

That the Minutes be approved.

16. **TIMETABLE FOR FUTURE MEETINGS AND FORWARD PLAN**

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

Jane Watson

17. **EXECUTIVE**

Management Team considered the agenda and reports for the Executive meeting on 22nd June, 2017.

AGREED

That the agenda and reports, as amended, for the Executive meeting on 22nd June, 2017 be agreed.

**All Service Managers/
Jane Watson**

18. **CASH COLLECTION SERVICE AND DISTRICT OFFICES**

The Strategic Director submitted a report on the implications of the withdrawal of the cash collection service from Nelson and Barnoldswick, including the closure of Colne and Barnoldswick Council Shops.

Management Team discussed the current service provision in Barnoldswick, Colne and Nelson along with alternative payment options that were available to residents to pay their debts to the Council.

It was acknowledged that cash payment was accepted for a number of services and events across the Council and it was noted that the services listed in the report were not conclusive. Further discussions with Service

Managers were needed to establish how the change could be made and what issues needed to be explored.

AGREED

(1) That further discussions be held with Service Managers with a view to the Council no longer accepting cash or cheques as payment, and to the closure of the Colne and Barnoldswick district offices from 30th September, 2017.

**All Service Managers/
Sarah Astin**

(2) That to support (1) above, the online experience be improved for the customer so that this is promoted as the recommended method of payment.

**Dean Langton/
Sharon Hargreaves**

19. OUR CUSTOMER SERVICE STANDARDS

The Corporate Director reported that following some initial discussion with service managers a revised draft of the Council's customer service standards had been prepared for consideration by Management Team.

It was 10 years since the existing standards had been drawn up. Since that time staffing resources had reduced and the Council's approach to customer service had changed particularly with the digital by default approach.

During discussion some minor amendments were identified.

AGREED

That, subject to amendments, the revised Customer Service Standards be approved.

Philip Mousdale

20. IIP UPDATE

The Human Resources Manager provided an update on progress of the IIP Task and Finish Group.

The IIP Staff Survey had been finalised and would be circulated via a message of the day week commencing 5th June. The survey covered 9 different standards and was being sent out to 9 groups of 25 employees to capture a cross section of views for each standard.

A Values Workshop had been arranged for 13th June and two further workshops would be arranged for any employees who wanted to attend.

Following agreement of the draft questionnaire by Management Team the Staff Satisfaction Survey would

be conducted in September.

21. **SENDING EMAILS TO MULTIPLE RECIPIENTS
OUTSIDE THE COUNCIL**

A suggestion had been made that emails to multiple recipients outside the Council be sent via Dotmailer. This was a software package used by Communications and was secure when sending to multiple recipients.

Management Team were advised that the suggestion had been made following a couple of instances where emails had been sent to multiple recipients showing their email addresses. As these were breaches in data protection the Information Commissioner was notified. They would not be taking any further action but Management Team discussed what measures could be put in place to help prevent this happening again.

Reference was made to Bob's Business and in particular the email etiquette module and the use of the blind copy option when sending emails. A delay in sending an email could also be implemented.

AGREED

(1) That staff be reminded that the blind copy option is to be used when sending emails, particularly to private email addresses; and that staff be required to put in place the Outlook "delay rule".

Philip Mousdale

(2) That a message of the day be circulated reminding staff to ensure they completed the Bob's Business modules when prompted.

Philip Mousdale

22. **IDOX**

The Planning, Building Control and Licensing Services Manger reported that during the test data transfer a few issues had been identified but were currently being addressed. There also continued to be a few problems with IApply but again these were being addressed.

Work was yet to be completed for Land Charges and it was noted that a CRM upgrade was being looked at.