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**MINUTES OF A MEETING OF THE MANAGEMENT TEAM  
HELD ON 19<sup>th</sup> SEPTEMBER, 2017**

**PRESENT:** D. Langton, D. Walker, N. Watson, J. Whittaker and L. Ritchie

**ALSO ATTENDING:** K. Halton, G. Dickson and T. Buckby

*(Apologies for absence were received from P. Mousdale, V. Green and P. Atkinson).*

**63. MINUTES**

The Minutes of the Management Team meeting held on 5<sup>th</sup> September, 2017 were submitted.

**AGREED**

That the Minutes be approved.

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

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

A number of suggestions were put forward for inclusion on the next Forward Plan.

**AGREED**

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

**All Service Managers**

**65. PSN GCSx ACCEPTABLE USAGE POLICY – PERSONAL COMMITMENT STATEMENT**

Management Team were presented with a policy regarding a secure email service. The Council's Public Service Network (PSN) Secure Email Service uses Government Connect Mail which was used to send emails and attachments across government and other public bodies.

The Policy set out the process required to secure a Pendle Council GCSx Email account along with details of how it could be used.

Where it was considered appropriate some staff had already been issued with a GCSx email account but it was not considered necessary to roll these out to everyone.

During discussion reference was also made to

protectively marking emails which were something that may need to be considered in the future.

Management Team felt there was further information required before they could make a decision.

**AGREED**

That this item be deferred and submitted to the IT Working Group for discussion.

**Sharon Hargreaves/  
Tracy Buckby**

**66. GENERAL DATA PROTECTION REGULATIONS (GDPR)**

The Financial Services Manager submitted a report on the General Data Protection Regulations which would replace the Data Protection Act (DPA) in May, 2018. The report set out the key features of GDPR and outlined the implications for the Council in ensuring compliance and effective implementation by next May.

Management Team discussed at length the implications this new Act would have on the Council. A number of actions were identified in the report which included the need for staff training; need to establish what personal data is already stored, and in what form; review the current Privacy Statement against the ICO Code; review current systems/other capabilities linked to individual rights and identify any changes required and review the document retention policy.

To assist with the process it was suggested that a small group be convened consisting of the report author, officers who were currently responsible for Data Protection and a representative from Legal Services. This would also include a link person from each service area.

**RESOLVED**

- |   |                            |
|---|----------------------------|
| (1) That the application of the General Data Protection Regulation (GDPR) from 25 <sup>th</sup> May, 2018 be noted. | <b>All Management Team</b> |
| (2) That the implications of GDPR and the initial areas of work, outlined in the report, be noted.                  | <b>All Management Team</b> |
| (3) That the work required and the initial timescales to do the work be noted and supported.                        | <b>All Management Team</b> |
| (4) That the arrangements outlined in the report to progress the work required on implementation of                 | <b>Vince Green</b>         |

GDPR be endorsed and it be agreed that a 'link' person from each service area be nominated to assist with this process.

- (5) That the development of a Records Retention Policy adapting the LGA model be approved. **Vince Green**

## **67. DEMAND MANAGEMENT**

The Strategic Director submitted a report on 'demand management' which outlined examples of how it had been applied and achieved by other Councils.

Management Team were advised that demand management was about:

- Addressing mismatched expectations through changes in process and communication
- Ensuring that over-supply was reduced
- Reducing costs of those who had needs by tapping into citizen- driven innovations
- Building the community skills and capacity to take on more responsibility and reduce needs in the long term- transforming the relationship with the citizen.

It was also noted that by adopting a demand management approach this would lead to the delivery of better outcomes to residents and communities.

It was acknowledged that there was a need to understand customer needs and where the pressure points were in the Council. It was suggested that a review of the Council's on-line complaints be undertaken as this could help identify failure demand issues. At the same time a review of recovery documentation also be undertaken to consider scope for improvements in our communications.

### **AGREED**

That a further report be submitted to Management Team in October outlining current demand issues for Pendle and potential demand management options. **Gill Dickson**

## **68. INVESTORS IN PEOPLE**

The Human Resources Manager submitted a report on progress with the IIP Task and Finish Group.

Progress had been made with both the values and

reward and recognition standards. The staff satisfaction survey had also been circulated along with chocolate bars to encourage participation.

**AGREED**

That the report be noted.

**All Management Team**

**69. PROPOSED LEARNING AND DEVELOPMENT PLAN FOR 2017/18**

The Human Resources Manager submitted a report on the annual Learning and Development Plan for 2017/18.

The proposed Plan supported the previous year's activities, namely leadership and transformational management and transactional management training such as refresher training on HR standards and health and safety.

There was a suggestion that the PMR process should start earlier in the year but following discussion Management Team felt that no change was necessary.

The budget for the coming year had been reduced and it was noted that the transformational management skills training and support of IIP would require support and guidance from external sources.

Details of the proposed courses to be run from the central training budget and a list of bids received to be funded from the qualification training budget were submitted for information.

**AGREED**

(1) That the following be agreed as priority training:

Transformational Management e.g., Management Development; Change Management Support (including support for digital by default); and Transactional Management e.g., HR Standards, including Asbestos Management, Health and Safety.

**Lesley Ritchie/  
Simon Tisdale**

(2) That with regards funding discussions be held with the Financial Services Manager so that, wherever possible, legitimate requests for training and development could be accepted.

**Lesley Ritchie/  
Simon Tisdale**

## 70. COUNCIL VALUES

The Human Resources Manager submitted a report on the findings of the working group that reviewed the Council's values.

It had become apparent that the current Values of the Council were not widely familiar or identified with amongst staff. It was felt timely, with the forthcoming IIP re-assessment in May, 2018 to review the Values.

The suggestion from the working group was:

### **OUR PENDLE**

Ownership

Understanding

Respect

Proud

Enterprising

No blame culture

Can Do/Will Do

Listen

Equality

Following discussion Management Team felt that the following was more fitting and would be easier to remember:

### **PENDLE**

Pride

Enterprising

No blame culture

Determined

Listen

Equality

### **AGREED**

That the set values of the council be agreed as **PENDLE** and that these be embedded throughout the organisation, colleagues and customers.

**Lesley Ritchie/  
All Management Team**

## 71. ANALYSIS OF SICKNESS

The Human Resources Manager re-submitted a report which provided an analysis of the sickness figures for 2016/17. This also included an analysis for the periods 2014/15 and 2015/16 to ensure that any long term emerging issues were appropriately addressed, so as to better support employees in their day to day work.

The report had been deferred from the last meeting to allow time for further consideration.

Management Team (19.09.2017)

It was noted that sickness absence had increased by 61% during 2016/17. The annual target set for 2016/17 was 6.2 days lost per employee, but had resulted in an actual year-end figure of 9.825.

Management Team discussed again the current sickness absence policy and the need to be consistent when triggers were met. A number of amendments to the policy were discussed and agreed.

**AGREED**

(1) That the report be noted and absence management be kept under constant review. **Lesley Ritchie**

(2) That the suggested amendments to the Short and Long Term Management Procedure be approved for consultation with the Union. **Lesley Ritchie**

**72. BROWNFIELD REGISTER AND PERMISSION IN PRINCIPLE**

The Planning, Building Control and Licensing Services Manager submitted a report on what was needed to produce a brownfield register and what it would contain; the process for granting Permission in Principle (PIP); consideration of the list of sites which could have PIP granted and how this should be conveyed to Councillors; as well as the financial implications that implementing PIP's could have on the Council.

**AGREED**

That the report be noted and submitted to the next Executive meeting for consideration. **Neil Watson/  
Jane Watson**

**73. RISK MANAGEMENT WORKING GROUP**

Minutes of meetings of the Risk Management Working Group held on 1<sup>st</sup> June and 7<sup>th</sup> September, 2017 were submitted for information.