

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM
HELD ON 24th JULY, 2018**

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

ALSO ATTENDING: M. Mason

(Apologies for absence were received from P. Mousdale and H. Culshaw)

42. MINUTES

The Minutes of the Management Team meeting held on 10th July, 2018 were submitted.

AGREED

That the Minutes be approved.

43. TIMETABLE FOR FUTURE MEETINGS AND POLICY AND RESOURCES WORK PROGRAMME

The timetable for future meetings was submitted for consideration in conjunction with the Policy and Resources Work Programme.

AGREED

That items for future meetings be forward to Jane Watson. **All Management Team**

44. HORIZON SCANNING

Management Team considered a report which outlined relevant emerging national policies and funding opportunities for the Council.

45. PERFORMANCE INDICATORS 1st APRIL to 30th JUNE, 2018

The Chief Financial Officer submitted a report on performance for the period 1st April to 30th June, 2018.

Of the 91 corporate PIs performance could only be measured against 74. This was because 13 were 'data only' PIs and the remaining 4 related to street cleanliness surveys which were not reported in Quarter 1.

Although there had been a slight deterioration during the first quarter the information indicated that 81.6% of PIs were expected to meet or exceed targets set for the year.

Management Team considered the 15 underperforming key performance indicators listed in Appendix 1. Although

performance had deteriorated there were some notable changes in performance which were detailed in the report.

Management Team acknowledged that staffing issues in some areas had impacted on performance. There had also been a significant increase in the number of calls to the Call Centre but it was noted that the call volumes were reverting back to normal.

There was a PI for complaints and it was suggested that there should also be one for compliments. Management Team also felt that the target for volunteer time needed to be reviewed.

AGREED

(1) That the report be noted.

All Management Team

(2) That the PI for volunteer time be reviewed and a new PI be added for compliments.

Marie Mason

46. STRATEGIC PLAN REVIEW 2017/18 1st APRIL to 30th JUNE, 2018

The Chief Financial Officer submitted a report on progress made in achieving the Council's strategic priorities.

Overall the majority of the actions were on target with currently no actions identified as being overdue. Of the 193 actions 18 were at the amber status.

AGREED

That the report be noted.

All Management Team

47. CIVICA UPGRADE

The Chief Financial Officer submitted a report which provided a brief overview of the Civica Upgrade project in the Financial Services Service Plan.

The system was being converted to a web based platform and format with a proposed implementation date of December, 2018. A system transfer was to be agreed along with a timetable to the 'go live' date.

All users would receive training and support to adapt to the new format and updates will be submitted to Management Team during the lead up to the implementation of the new system.

AGREED

All Management Team

That the report be noted.

48. ANIMAL LICENSING LEGISLATION

The Planning, Building Control and Licensing Services Manager submitted a report on the proposed changes to the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. There was a request that the scheme of delegation be altered to include applications under these Regulations.

Work was still ongoing with regards the fee structure.

AGREED

That this item be deferred pending information regarding the proposed fee structure.

**Neil Watson/
Jane Watson**

**51. LOCAL GOVERNMENT AND SOCIAL CARE
OMBUDSMAN**

The annual review letter for 2018 which provided a summary of the complaints made to the Ombudsman about the authority was submitted for information.