

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM
HELD ON 7th AUGUST, 2018**

PRESENT: D. Langton, D. Walker, P. Atkinson, S. Guinness, H. Culshaw and L. Ritchie

ALSO ATTENDING: J. Halton, G. Dickson

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

52. MINUTES

The Minutes of the Management Team meeting held on 24th July, 2018 were submitted.

AGREED

That the Minutes be approved.

53. 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. There looked to be a lot of business on the agenda for the 4th September meeting.

AGREED

That Service Managers let Jane Watson know if any of their items scheduled for discussion at Management Team on 4th September can be deferred to a later meeting.

All Management Team

54. CORPORATE POLICY ISSUES – OVERVIEW AND NEXT STEPS

Management Team considered a report from the Chief Executive on four corporate issues arising from developing the Service Plan for the newly formed Localities and Policy Unit –

- Policy Hub
- Demand Management
- Service Standards
- Horizon Scanning report

The Policy Hub was well underway with the revised policy list ready to embed as part of the new intranet.

Management Team was asked to consider each Service Area's position in relation to Demand Management, Service Standards and the Horizon Scanning report, to ensure that the emerging corporate issues were developed in a way that maximised benefit to Service Areas and corporate systems. A questionnaire for Service Managers

was attached as an appendix to the report.

AGREED

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| (1) That all Service Managers (including Liberata) be asked to complete the questionnaire, in discussion with Gill Dickson, by the end of September; and, for a further report to come back to Management Team in November. | All Management Team
Gill Dickson |
| (2) That a presentation on Demand Management, with a couple of good examples of initiatives that have helped to reduce demand on services, be given to Extended Management Team at a meeting in September, in order to aid discussion and obtain feedback. | Gill Dickson |
| (3) That each Service Standard associated with Performance Indicators be reviewed to see whether there are any non-statutory service standards that can be revised. | All Management Team |

55. BUSINESS IMPROVEMENT TECHNIQUES

The Human Resources Manager submitted a report seeking input and approval for a process that would enable employees to make suggested changes to the way the Council works.

Following the 2017 staff survey and feedback from staff focus groups a “Business Improvement Techniques” workshop had been held on 20th June, to give employees the opportunity to put forward suggestions on how existing work processes could be improved that would either deliver improved working practices and therefore, greater productivity, or generate income. The intention was to run the workshops 2 or 3 times a year.

Attached to the report was a draft Business Improvement Proposal Form for future projects. Also attached were two proposals put forward by staff as a result of the workshop - Commercialisation of Pest Control and Implementation of Clocking in System for Front Line Cleansing Staff.

Management Team’s views were sought on the draft form, the approval process, and the two proposals.

AGREED

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| (1) That the Business Improvement process be approved, with Service Managers using delegated powers where possible to make changes to policies or procedures, or that the project be submitted to | L. Ritchie/
All Management Team |
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Management Team and, if necessary, Policy and Resources Committee for approval.

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| (2) That Service Managers share the report with their Team and invite suggestions. | All Management Team |
| (3) That the Improvement Proposal template be amended to include a section for a Business Case; the impact on customers/residents of Pendle; and the teams which needed to be involved in the project's implementation e.g. Communications, IT, Internal Audit. | L. Ritchie |
| (4) That in respect of the Commercialisation of Pest Control some additional work be done on the business case and then it come back to MT for further consideration. | L. Ritchie/
J. Whittaker |
| (5) That in respect of the Implementation of Clocking in System for Front Line Cleansing Staff at Fleet Street, this be implemented and UNITE be represented on the Project Team. | L. Ritchie/
D. Walker |

56. POLICY AND RESOURCES COMMITTEE

The agenda and reports for the Policy and Resources Committee on 28th August were submitted for consideration.

AGREED

That, subject to a minor amendment to the tender report, and the addition and couple of deletions of items on the agenda, the agenda and reports be approved.

L. Rowland