

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM  
HELD ON 20<sup>th</sup> NOVEMBER, 2018**

**PRESENT:** D. Langton, P. Mousdale, D. Walker, S. Guinness, N. Watson, J. McDonnell and J. Watson

**ALSO ATTENDING:** S. Agnew and G. Dickson

(Apologies for absence were received from P. Atkinson, H. Culshaw and J. Whittaker).

**100. MINUTES**

The Minutes of the Management Team meeting held on 6<sup>th</sup> November, 2018 were submitted.

**AGREED**

That the Minutes be approved.

**101. 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**

**102. PROGRESS ON DEMAND MANAGEMENT**

Management Team considered a report on progress with the Demand Management project. Discussions had been held with Service Managers and Extended Management Team which had led to initiatives being mapped to enable a better understanding of the extent to which the Council was maximising demand management as well as identifying any missed opportunities.

Lists of existing activity within each Service Area, along with the potential additional activities were attached to the report at Appendix 1. These activities had been categorised into Workstreams and Management Team were asked to nominate a Lead to drive them.

It was noted that that the Leads would be responsible for co-ordinating their Workstream actions across all Service Areas. An update would be presented to Management Team in February 2019.

## **AGREED**

(1) That the Workstream Leads be agreed as:

**Gill Dickson**

- The CRM Project – Philip Mousdale
- Behavioural Change – David Walker
- Customer Enquiries – Liberata (Paula Holden)
- Modernising Democratic Processes – Jane Watson
- Internal Efficiencies – Susan Guinness/Neil Watson
- Integrated Working – Sarah Astin
- Compliance – Susan Guinness

(2) That discussions be held with the Workstream Leads to ensure the actions were appropriate and inclusive.

**Gill Dickson**

## **103. ACTIVE DIRECTORY RESTRUCTURE**

The Liberata IT Manager submitted a report on proposals to re-organise the Active Directory (AD). It was reported that AD was a set of processes and services which authenticated and authorised all users and computers in a Windows domain type network. The directory ensured that staff could gain access to systems and files required for their roles but also ensured that staff did not have access to areas of the system and network that they did not have rights to.

Management Team were asked to appoint a lead within each Service Area who could assist with the reorganisation of the directory service.

(1) That the report be noted.

(2) That Service Managers be requested to identify a lead officer within their Service Area to assist with the reorganisation of the Active Directory and the Liberata IT Manager be provided with this information before the end of next week.

**All Service Managers**

(3) That this piece of work be held in abeyance until after the organisation review had been completed.

**Shane Agnew**

## **104. IT PROGRAMME BOARD**

Minutes of a meeting of the IT Programme Board held on 25<sup>th</sup> October, 2018 were submitted for information.

## **105. REVIEW OF STREET CLEANSING – MANUAL AND MECHANICAL**

Management Team considered a report from the

Environmental Services Manager on saving proposals linked to the reduction of activity around the proactive removal of fly tipping and litter picking.

The suggestion put forward was to increase the number of operated vehicles providing the litterbin, amenity cleansing and waste collection to 5 and reduce the number of operated vehicles providing the removal of fly tipped materials by one. This would allow for a collection service to rural properties similar to the urban collection scheme which was introduced in April 2018. It was noted that additional recycling containers would, however, be required.

Details of the potential savings following the introduction of waste containers as well as a figure should the waste containers not be introduced were included in the report.

## **RESOLVED**

That the necessary savings pro-formas be completed for the proposals above and submitted to the December meeting of the Policy and Resources Committee for consideration.

**David Walker/  
Susan Guinness**

## **106. BUSINESS CONTINUITY MANAGEMENT – REVIEW OF PLANS AND RELATED ARRANGEMENTS**

Management Team were presented with updated drafts of the following business continuity documents:

- Business Continuity Management Policy and Strategy
- Strategic Crisis Management Plan
- Business Recovery Plan
- Summary Business Impact Analysis

Management Team discussed an alternative site for the disaster recovery centre. It was reported that following the transfer of Colne Town Hall to the Town Council it was necessary to identify an alternative recovery site. The Annexe at Colne Town Hall would not be available from February 2019. Fleet Street Depot was put forward as an alternative recovery site. It was noted, however, that although the Depot was served by a separate electricity sub-station from the Council's town centre buildings, should there be a high-voltage fault this could impact all properties in the BB9 post code area.

Some minor amendments to the documents were suggested. It was acknowledged that a test of the Plan was needed to ensure it was fit for purpose.

## **AGREED**

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|-----|---|---|
| (1) | That, subject to some slight amendments, the updated Business Continuity Management Plan be agreed.   | <b>Dean Langton/<br/>Vince Green</b>                  |
| (2) | That Service Managers be requested to review the list of business critical services set out in the Business Recovery Plan to ensure it remains appropriate for business continuity purposes along with the Recovery Time Objectives for services in the Summary Business Impact Analysis. | <b>All Service Managers</b>                           |
| (3) | That the Fleet Street Depot, Nelson be identified as the Council's Disaster Recovery Centre.  | <b>All Service Managers</b>                           |
| (4) | That further work be undertaken in conjunction with Liberata to ensure that the Council's service recovery requirements and Liberata's Business Continuity arrangements are appropriately aligned.  | <b>Dean Langton/<br/>Vince Green/<br/>Shane Agnew</b> |
| (5) | That the intention to conduct a business continuity 'test' scenario to assess the effectiveness of the Council's plans and arrangements be endorsed.  | <b>Dean Langton/<br/>Vince Green</b>                  |