

**MINUTES OF A MEETING OF THE MANAGEMENT TEAM
HELD ON 17th SEPTEMBER, 2019**

PRESENT: D. Langton, D. Walker, J. Whittaker, S. Guinness, N. Watson, H. Culshaw, J. Watson and J. McDonnell

ALSO PRESENT: M. Mason, S. Agnew and W. Doherty

(Apologies for absence were received from P. Mousdale).

65. MINUTES

The Minutes of the Management Team meeting held on 3rd September, 2019 were submitted.

AGREED

That the Minutes be approved.

66. 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 and amended.

AGREED

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

67. IT SATISFACTION SURVEY RESULTS AND ACTION PLAN

Wendy Doherty presented Management Team with the results of the recent IT Satisfaction Survey along with an action plan.

A total of 117 responses had been received which was the highest to date. Overall most people were satisfied with the service provided by IT. In 2016 41% of staff had been dissatisfied with the service provided compared with only 8% this year. Management Team welcomed this improvement which was also evidenced in the 'you said we did' actions from the previous survey.

There was a discussion around some of the issues staff were dissatisfied with which included the difficulties they experienced when logging calls via Sysaid. Management Team were informed that work was planned to try and make this system more 'user friendly.'

AGREED

(1) That the results of the IT Survey be noted and IT Services be congratulated on the improvements made to the service over the past few years.

Wendy Doherty

(2) That Management Team encourage all staff to log calls via Sysaid.

All Management Team

68. MICROSOFT OFFICE 365

Management Team considered a report on the potential benefits of upgrading to Microsoft Office 365 (O365).

A pilot group of Members had already been using this platform and feedback received had been very positive with participants reporting that it was easy and convenient to use.

The proposal was to identify a pilot group of staff, one office based and one mobile, to test O365.

Management Team were made aware, however, of some issues that could arise if not all staff were using the same platform and these were listed in the report.

AGREED

(1) That Committee Services and Building Control be chosen to take part in the pilot transfer onto O365.

**Marie Mason/
Neil Watson/
Jane Watson**

(2) That the pilot be for a period of 6 months and a report be submitted to Management Team detailing the outcomes of the pilot in April, 2020.

**Marie Mason/
Jane Watson**

69. UPDATE ON THE MEDIUM TERM FINANCIAL PLAN 2020/23 AND BUDGET SAVINGS OPTIONS 2020/21

The Chief Executive submitted an update on the Medium Term Financial Plan for 2020/23 and Budget Savings Options for 2020/21 for discussion.

During discussion reference was made to the recent Local Government Funding Settlement which was only for one year at this stage with an announcement on the Settlement for 2020/21 expected in early December. Business Rate Pooling and Council Tax for the same year were also discussed.

It was noted that this report would be considered by the Policy and Resources Committee at its next meeting on 19th September, 2019.

70. BUSINESS CONTINUITY MANAGEMENT STRATEGY AND POLICY UPDATE

The Environmental Services Manager submitted a report on the Council's updated Business Continuity plans which was reviewed on an annual basis.

AGREED

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| (1) | That the updated Business Continuity plan be noted and that it be signed off by the Leader of the Council and the Chief Executive. | David Walker/
Dean Langton |
| (2) | That Management Team make themselves and the appropriate officers aware of the continuity arrangements. | All Management Team |
| (3) | That the Environmental Services Manager be provided with information which may result in the plan requiring amendment. | All Management Team |

71. SCHEDULE OF RATES FOR DISABLED FACILITIES GRANT BATHROOM ADAPTATIONS

The Housing, Health and Engineering Services Manager submitted a report which sought approval to implement a Schedule of Rates for Disabled Facilities Grants (DFG) for bathroom adaptations.

The implementation of this schedule of rates would reduce the time taken to approve each grant by up to 4 weeks. This would enable the Council to commit the allocated Better Care funding.

It was proposed that the schedule of rates would be available to all existing contractors. Any new contractors that were accepted onto the list would be offered the opportunity to work to this schedule of works.

AGREED

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| (1) | That the schedule of rates for bathroom adaptations be approved and trialled for a 12 month period. | Julie Whittaker/
Paul Lloyd |
| (2) | That a report on the outcome of the trial to be submitted to Management Team in September 2020. | Paul Lloyd/
Jane Watson |

72. BREXIT

Management Team received a brief update on the current position regarding Brexit. It was acknowledged that it was

difficult to plan anything due to it being such a complex and diverse matter.

Weekly meetings of the Lancashire Local Resilience Forum were to commence next week and any further updates would be reported to Management Team.