

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM
HELD ON 2nd APRIL, 2020**

PRESENT: D. Langton, P. Mousdale, D. Walker, J. Whittaker, N. Watson, H. Culshaw, C. Finn, V. Green, J. McDonnell, J. Watson, M. Mason, A. Goode, S. Agnew, A. Simm and P. Kirby

(Apologies for absence were received from J. Whittaker).

191. MINUTES

The Minutes of the Management Team meeting held on 30th March, 2020 were submitted.

AGREED

That the Minutes be approved.

All Strategic Crisis MT

192. CURRENT POSITION WITH SERVICE PROVISION

Services continued to be provided and no real issues had been identified at this time. Homeworking was continuing where possible and some staff were due to return to work next week. There was still a skeleton team of staff in the Town Hall who were dealing with issues as they arose.

In Environmental Services agency staff was filling the gaps and it was suggested that to help reduce costs consideration be given to redeploying from other service areas where appropriate. Work was also ongoing to ensure there were sufficient burial/crematoria and morgue facilities.

There had been a slight increase in the number of calls/emails to the Community Support Hub and staff were coping well with dealing with the enquiries. The main request was assistance in picking up prescriptions. It was apparent that the community pharmacists and GPs were struggling to resource these requests.

A team of staff were also contacting a range of people identified as vulnerable to see if they needed any support or not.

It was reported that there had been an influx in business rate applications and requests for the two free months from Council Tax payments to be April and May instead of February and March. There had been a few issues with staffing of the Contact Centre recently but it was thought more staff homeworking next week would address this problem.

193. LRF UPDATES

Strategic Co-ordination Group – lengthy debate with representatives from the NHS about a large scale hospital provision in Lancashire.

Business Continuity Group – latest update focused on pushing towards the Planning Group. Reference was made to the categories that would trigger a triage call and the advice being given was that issues should try to be resolved locally before a call was made.

Excess Deaths Group – nothing further to report but work was ongoing behind the scenes with regards extra capacity.

It was noted that the LRF would be stress testing the Community Support Hub and the Strategic Crisis Business Continuity Plan. This was to ensure the facility and Plan was robust.

194. IT UPDATE

It was reported that in the main most people were now IT operational from home. There were still a few issues with functionality but IT was working with individuals to address these issues.

Ten new laptops were on order and waiting delivery. An order for an additional 20 laptops was also to be made.

It was reported that there was still some confusion in some areas with people struggling to use Microsoft Office Teams. It was suggested that further instructions be circulated as soon as possible.

AGREED

- (1) That further instructions on downloading/enabling Microsoft Office Teams be circulated as soon as possible.
- (2) That the next Strategic Crisis Management Team be set up via Microsoft Office Teams.

**Shane Agnew/
Marie Mason**

All Strategic Crisis MT

195. COMMUNICATIONS BETWEEN TEAMS

It was reported that the problem with WhatsApp on work mobile phones had been sorted and managers were now encouraged to set up groups within their teams.

All Strategic Crisis MT

196. KEY MESSAGES TO STAFF

Guidance Note number 5 was to be circulated to all staff shortly. This included an IT update, information about the Community Hub, a reminder about social distancing and annual leave.

The Team were reminded that if staff had leave booked then they should be asked to still take the leave, unless they had specifically been asked not to due to carrying out essential work.

A wellbeing briefing was also to be circulated later today.