

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM  
HELD ON 16<sup>th</sup> June, 2020**

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

**304. MINUTES**

The Minutes of the Management Team meeting held on 9<sup>th</sup> June, 2020 were submitted.

**AGREED**

That the Minutes be approved.

**All Strategic Crisis MT**

**305. CURRENT POSITION WITH SERVICE PROVISION  
(INCLUDING THE PENDLE COMMUNITY SUPPORT  
HUB)**

Overall service provision was continuing and staff continued to homework where possible with a small number of staff working in the Town Hall to deal with issues as they arose

A number of requests had been received to continue homeworking going forward. It was felt there was a need to revisit the Homeworking Policy to establish the Council's position taking account of business needs and staff requests to continue to work from home.

There was also discussion around recruitment with 17 applications being received for a Planning Officer's post; the need to maybe bring some staff in on a rota basis in some service areas; issues associated with the level of expected involvement from Environmental Health Officers with regards to test, track and trace and the need for more focused advice both centrally and locally.

The Hub continued to be quiet and preparations were ongoing for re-opening of the Leisure Trust facilities. Some maintenance work was being carried out at Wavelengths and Pendle Leisure Centre.

A revised structure for the Lancashire Resilience Forum had been circulated prior to the meeting. The Strategic and Tactical Co-ordination Groups remained the same but the other Groups had been reformed. Officers had been assigned to the Groups and encouraged to make contact with the Leads.

**AGREED**

That the Homeworking Policy be revisited to take account of business needs and requests from some staff to continue working from home.

**Dean Langton/  
Jane McDonnell**

**306. HR ISSUES**

The Human Resources Manager circulated a paper which set out details of a proposed communication to staff on the use of annual leave during 2020/21.

It was acknowledged that the communication formed the basis of guidance to staff of what was expected. This was to ensure that there wasn't an accumulation of untaken leave at the end of the year and also for individuals own health and wellbeing.

Once the Unions had commented on the paper this would be rolled out to all staff.

**Jane McDonnell**

**307. RESPONSE ISSUES**

**(a) IT Update**

It was reported that the number of calls to the IT Helpdesk had reduced with one or two issues within Financial Services regarding Teams.

The Teams licences would be allocated as soon as all Service Managers had identified the staff who required the software.

All departmental email addresses had been generated to enable meetings to be booked via Teams. A conference call number had also been allocated.

It was noted that there was some issue with hard drives becoming full. The message to staff was to ensure all cache was deleted from the browsers on a regular basis.

**(b) Phishing Simulation Test**

A report on the results of a phishing simulation test which was carried out between December 2019 and March 2020 was submitted.

A communications campaign was carried out after the first test. The overall results were:

<b>Phishing Simulation Test Stage</b>	<b>Link Clicked (number)</b>	<b>Link Clicked (%)</b>
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Opening Baseline	3	13.64%
Phase One	48	22.12%
Phase Two	22	10.09%
Closing Baseline	0	0.00%
<b>Total</b>	<b>73</b>	<b>15.24%</b>

It was reported that any users who clicked on a link throughout the campaign were redirected to Bob's Business 'Think Before You Click' training module. It was concerning that no-one completed the training module when redirected to do so.

### **AGREED**

- |     |  |                                       |
|-----|--|---------------------------------------|
| (1) | That further training be offered to staff via the Dojo modules.                                | <b>Marie Mason/<br/>Zoe Wood</b>      |
| (2) | Continue to promote cyber security issues and vigilance via alternative communication sources. | <b>Shane Agnew/<br/>Alice Barnett</b> |
| (3) | That another simulation test via an alternative provider be arranged.                          | <b>Shane Agnew/<br/>Marie Mason</b>   |

### **(c) Property Update**

It was reported that the re-opening of the markets had been a success. The finishing touches were now being carried at the Town Hall and Fleet Street to ensure the buildings were Covid secure. This included setting up one-way systems in both buildings.

Communications were planned to inform staff of the changes made and to give staff confidence for returning back to the workplace.

### **(d) Update on Remote/Virtual Council Meetings**

It was reported that remote virtual Area Committee meetings had run smoothly with only a few technical issues. Councillor participation had been good and there had been good representation at each meeting.

It was noted that IT support at the start of the meetings was needed as this was where most of the issues had arisen during the last round of meetings.

The next Policy and Resources Committee would be held remotely and live streamed via YouTube at 2.00 p.m. on 25<sup>th</sup> June. The July round of Area Committees would also be held at this time and live streamed in the same way. This would be reviewed following any change in Government guidance.

**308. BUSINESS RECOVERY PLAN**

Some minor amendments had been made to the Business Recovery Plan and this was submitted for information.

The Plan would be submitted to the next Policy and Resources Committee on 25<sup>th</sup> June as an appendix to the Strategic Plan for 2020/2023.

**309. KEY MESSAGES TO STAFF**

The next staff guidance note would focus on annual leave, homeworking, returning to work and health and wellbeing.

**Jane McDonnell**

**310. TIMETABLE OF REPORTS FOR FUTURE MEETINGS**

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 forwarded to Jane Watson.

**All Management Team**

**311. PERFORMANCE INDICATORS 2019/20 QUARTER 4**

The Chief Executive submitted a report which provided performance information on the key performance indicators delivered by and on behalf of the Council.

It was noted that performance was broadly in line with targets set and previous performance. However, where this was not the case the reasons for this were provided via a brief synopsis in the report.

**AGREED**

That the report be noted.

**All Management Team**

**312. STRATEGIC PLAN REVIEW 2019/20 QUARTER 4**

The Chief Executive submitted a report on progress made achieving the Council's strategic priorities during 2018/20.

Of the 218 actions identified 126 had been delivered by 31<sup>st</sup> March, 2020. Of the 92 not delivered 87 had been identified to carry forward into the new Plan for 2020/21. It was noted that the COVID-19 pandemic had impacted on the delivery of some the Council's priorities.

**AGREED**

That the report be noted.

**All Management Team**

**313. INFORMATION GOVERNANCE WORKING GROUP**

The Corporate Director provided an update on the work of the Information Governance Working Group.

Meetings were being held monthly and work on the action plan was being progressed. It was acknowledged that there were some uncertainties as to where things had got to and this was being addressed.

The training session on the Information Asset Register was being rescheduled for in a couple of months' time.

A draft Employee Privacy Notice was also circulated for comment.

**AGREED**

That any comments on the Employee Privacy Notice be sent to the Corporate Director and it be brought back to a future meeting for approval.

**All Management Team**

**314. RE-OPENING OF THE HIGH STREET**

Reference was made to the Government's £50m ERDF funding to assist with the re-opening of the high streets. Pendle's allocation was £81,195 and this had been split between the five area committees. They had been asked to consider developing action plans for their town centres at their last meetings.

Each area committee had committed to this but in slightly different ways. The funding could only be used for capital projects and some officer guidance would be required to assist the committees with this.

An update was given on the social distancing measures that were already being put in place within the town centres and Council car parks. Work was also being undertaken by officers with local businesses providing advice and support in this matter.

**AGREED**

That weekly meetings be arranged with relevant officers to understand what was needed with regards to the promotion and spend of the ERDF funding for the re-opening of the high streets.

**Philip Mousdale**

