

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM  
HELD ON 20<sup>th</sup> October, 2020**

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

(Apologies for absence were received from S. Miller).

**PART I**

**386. MINUTES**

The Minutes of the Management Team meeting held on 13<sup>th</sup> October, 2020 were submitted.

**AGREED**

That the Minutes be approved.

**387. SITUATIONAL UPDATE**

The Chief Executive reported that Lancashire was now within Tier 3 of the Covid Alert Level. Information on the current restrictions was available on the Council's website.

The number of reported positive cases was now 426 per 100,000 population. Pendle had the fifth highest number of positive cases in Lancashire with Blackburn-with-Darwen and Burnley the highest followed by Rossendale and West Lancashire.

There continued to be an increase across the country. The English average was currently 165 positive cases per 100,000 population which had risen from 80 two weeks ago.

It was reported that the Government had agreed to allocate £12m to assist with track and trace and enforcement work within Lancashire. An additional £30m had been allocated to support businesses over the next 6 months.

It was confirmed that 1ith the current restrictions in place staff would be encouraged to continue to work from home for the foreseeable future; the flexi-time system not be reintroduced at this time; and face coverings be worn when staff moved around Council buildings.

**AGREED**

- (1) That staff continue to work from home wherever possible for the foreseeable future.

**All SCMT Members**

**Jane McDonnell**

- (2) That the flexi-time system not be reintroduced at this time.
- (3) That the wearing of face coverings be introduced in all Council buildings when staff are moving around the buildings.
- (4) That the relevant Risk Assessments be amended to take account of (3) above.

**Jane McDonnell**

**Jane McDonnell/  
David Walker**

**388. LRF UPDATE**

A number of meetings were scheduled for later in the week therefore, an update would be given at the next meeting.

**389. SERVICE POSITION STATEMENTS**

An update from each service area was given. Overall service provision was continuing with little disruption but staff continuing to respond to increases in demand.

**PART 2**

**390. 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 Service Managers/  
Jane Watson**

**391. IT and MOBILE WORKING STRATEGY**

The draft IT and Mobile Working Strategy was submitted for discussion.

Service Managers had been consulted and contributed to the content of the Strategy which highlighted how the Council proposed to move forward with its IT Strategy and how it supported other strategies.

Service Managers were asked to identify areas of priority as delivery of some of the projects could not be achieved until 2021/22. It was suggested that on-line payments be considered as a priority. It was acknowledged that there was some issues which were currently being addressed with regards to this on-line service.

## **AGREED**

- (1) That any further feedback be referred to Shane Agnew as soon as possible.
- (2) That the IT and Mobile Working Strategy be submitted to the Policy and Resources Committee in November and Council in December, 2020.

**All Service Managers**

**Shane Agnew/  
Jane Watson**

## **392. DIGITAL STRATEGY**

### **(a) Impact of COVID 19 on Digital Services**

A briefing paper on the impact Covid 19 had had on digital services was submitted. It reported that the number of visits to the Council's website had dramatically increased. The number of users had risen from 31,500 in January, 2020 to over 80,000 users each month.

There had been a 137% increase in the number of completed web forms between March and June, 2020 compared with the same period last year.

New forms had been built for grant applications and self-isolation payment applications. It was acknowledged however, that the customers' online payments journey was not an easy one. This had been identified as an area to improve upon and was included in the IT Strategy referred to above.

The draft Digital Strategy was also submitted.

It was noted that following discussion it was the intention that work would continue on the draft updated Strategy including further discussion with the Strategic Leads identified.

## **AGREED**

That the revised Digital Strategy be submitted to the Policy and Resources Committee in November and Council in December, 2020.

**Philip Mousdale/  
Kathryn Halton/  
Jane Watson**