

**MINUTES OF A MEETING OF THE STRATEGIC CRISIS MANAGEMENT TEAM  
HELD ON 8<sup>th</sup> DECEMBER, 2020**

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

**ALSO IN ATTENDANCE:** K. Halton and S. Agnew

Apologies received from S. Miller.

**PART I**

**447. MINUTES**

The Minutes of the Strategic Crisis Management Team meeting held on 1<sup>st</sup> December, 2020 were submitted.

**AGREED**

That the Minutes be approved.

**448. IT – UPDATE ON MAJOR INCIDENT**

An update was given on the major IT incident which occurred on 25<sup>th</sup> November, 2020 affecting most IT systems within the Council and Pendle Leisure Trust.

The Data Recovery Plan was initiated and data was migrated to the second data centre at Fleet Street in the interim. HP were engaged to work on recovering the data which had been affected by this outage.

A new San device had been purchased a few months ago and work had started to migrate data from the old device to the new one. Documents were moved across to the new device but staff were restricted access until back-ups and test had been made.

The majority of systems were released on 29<sup>th</sup> November. It was reported that 92% of the data had now been migrated onto the new device.

IT were waiting for suppliers to get back to them about moving data at the back end of some systems, particularly in Legal and Elections.

It was hoped that this work would be concluded before Christmas.

There were however, nine users who had lost data they had updated on the Thursday and Friday. Work was continuing to try to recover this data.

Communications would be going out to staff prior to any further migration of data.

#### **449. SITUATIONAL UPDATE**

The rate of infection continued to be high within Pendle with 294.2 positive cases per 100,000 population. This was the highest in Lancashire. Over the past few weeks the number of positive cases had hovered around 280/282 and appeared to have now plateaued.

A review of the current tiering system would be taken by the Government on 16<sup>th</sup> December. However, it was considered that taking into consideration the current rate of positive cases, the hospital admissions and the numbers being tested etc., Pendle would remain in Tier 3.

It was reported that vaccination sites had been set up in Blackburn-with-Darwen, Burnley and Hyndburn with vaccinations scheduled for the week beginning 14<sup>th</sup> December. It was anticipated sites would be identified in Pendle later that week.

It was noted that there was also a significant anti-vaccination campaign running at the moment. Communications were being developed to rebuff these messages.

#### **450. LRF UPDATE**

An update on discussions at the various LRF Groups was given.

The LRF had submitted a bid for additional community base testing sites. The proposal was to provide testing within the workplace and therefore increase the frequency of testing. An example was given that only 25% of workers (the majority being transient workers) had taken up the offer of a test within a neighbouring Borough.

The 2019 National Risk Assessment had been discussed as this had links with the Lancashire Risk Register. The document was being reviewed and would set out the work of the LRF going forward.

It was noted that grassroots football had been cancelled as the risk of infection with the number of people involved was considered to be too high. There was an indication that it might re-start in January, 2021 but this had not been confirmed.

**451. SERVICE POSITION STATEMENTS**

An update from each service area was given and overall service provision was continuing. Staff were continuing to respond to demand although there was an increase in demand in some service areas.

A lighting unit was being sourced to assist with cemetery work during the winter months. Shields were to be fitted in the cabs of the Fleet Services fleet of vehicles.

Covid related work was continuing alongside the 'day job' in some Service Area. Agency Staff had been engaged to help out and there had been an increase in noise complaints.

The reopening of the leisure centres on 2<sup>nd</sup> December had gone well but visitor numbers were low. Memberships were however, selling.

**452. CHRISTMAS AND NEW YEAR WORKING ARRANGEMENTS**

SCMT discussed service provision over the Christmas and New Year period.

A reminder was to be circulated on where to locate details of the Emergency Plan should it be needed over the festive season.

**David Walker**

**PART 2**

**453. 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**

**454. PROJECT CHATBOT**

Kathryn Halton provided an update on ChatBOT which was a software application used to conduct an on-line chat conversation via text or text-to-speak before being directed to a person.

Liberata were looking to roll this out across Revenues and Benefits across all of their client base by the end of March, 2021 and other service areas by the summer.

It was acknowledged that this would provide a service particularly outside of the normal working day. And that it would appeal to a certain audience where talking to a person was not an essential requirement.

There was little evidence presented to show how this was already working in other Local Authorities. There were a number of questions raised during discussion and it was felt further information was needed before a decision could be made to extend this software within other service areas of the Council. It was acknowledged that ChatBOX should complement services already being provided during the normal working day.

#### **AGREED**

- (1) That working examples be sought on how ChatBox works and how it assists services being provided during the normal working day.
- (2) That further information be submitted to the IT Transformation Board and a future meeting of the SCMT.

#### **455. FAMILY SUPPORT AND SAFEGUARDING UPDATE**

The Chief Executive submitted a report which provided an update on the current position with regards to the Council's role in family support and safeguarding children and adults.

It was mentioned that staff had requested that feedback be given on incidents reported but this didn't.

#### **AGREED**

- (1) That the report be noted.
- (2) That Lancashire County Council be asked to provide feedback on incidents reported.

**Dean Langton/  
Gill Dickson**

#### **456. ANNUAL SICKNESS REPORT**

The Human Resources and Payroll Manager submitted a report which provided the half year analysis of attendance date for 2020/21.

The annual target for 2020/21 was 8 days lost per employee. The actual half year figure was 4.1 days lost against a target of 4.6 days lost. It was acknowledged that this was positive but the winter period could be difficult in terms of absence from work. The rate of infections normally increased without the added pressures of Covid 19.

It was noted that 14% of the workforce had taken up the option of a flue vaccination.

**AGREED**

That the report be noted and absence management be kept under constant review.

**All Service Managers**

**457. BREXIT**

There was nothing further to report at this stage.

**458. COLNE NEIGHBOURHOOD PLAN**

The Planning, Economic Development and Regulatory Services Manager submitted a report on the Colne Neighbourhood Plan. The report was scheduled to go to the Policy and Resources Committee on 17<sup>th</sup> December, 2020.

**AGREED**

That the report be submitted to the Policy and Resources Committee as scheduled.

**Neil Watson/  
Jane Watson**