

**MINUTES OF A MEETING OF MANAGEMENT TEAM
HELD ON 15TH FEBRUARY, 2022
VIA MICROSOFT OFFICE TEAMS**

PRESENT: R. Rouse, P. Mousdale, J. Whittaker, D. Walker, R. Gibson, J. McDonnell and S. Miller

ALSO PRESENT: A. Pearson (PS Research) and M. Poulter

Apologies for absence were received from H. Culshaw, N. Watson and J. Watson

128. MINUTES

The Minutes of the Management Team (MT) meeting held on 1st February, 2022 were submitted.

AGREED

- (1) That the Minutes be approved, subject to the deletion of J. McDonnell in the attendance list. **J. Watson**
- (2) That further to Minute 123, the results of the Life in Pendle survey be added to the agenda for discussion at the next meeting of the Leadership and Transformation Board. **R. Rouse**

129. 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 updated.

AGREED

That any further additions to the timetable be forwarded to Jane Watson. **All Service Managers/
Jane Watson**

130. COVID UPDATE

The Chief Executive said that she would be taking over as Chair of the Lancashire Resilience Forum Recovery Co-ordinating Group next week. This group was now meeting every 2 weeks rather than every week. Covid infections seemed to be declining. The Corporate Peer Challenge had flagged up an opportunity to use additional Government grant money for communications/ vaccinations for supporting businesses which would be explored.

Current advice to staff was, where possible, work from home, but it was now felt the right time for staff to be returning to work in an agile and organised way.

AGREED

That the current guidance for staff on returning to work be updated (including the wearing of masks, increased hygiene etc), agreed by MT and issued by the end of the week, and for further advice to be circulated following the Government's announcement which was expected sometime next week.

**J. McDonnell/
All Service Managers**

131. RESULTS OF THE STAFF SURVEY

Adam Pearson from Pearson Insight gave a presentation on the results of the recent staff survey.

72% of staff had completed the survey, compared to 81% in 2019, but it was still considered to be a good response.

Key themes included thoughts on the job, health and wellbeing, line management, communication, learning and development and qualitative feedback on working for the Council. A Net Promoter Score measured loyalty within staff to the organisation.

This year, whilst there were some positive improvements, for instance on feeling more valued and getting more recognition, there were still some negative trends and significantly more detractors than promoters. The biggest negative change for staff was reporting feeling stressed as a result of work and not receiving fair pay for the job they did.

Management Team discussed the results and asked for clarification on some issues. It was felt that some additional qualitative work was needed to make more sense of the sometimes conflicting information.

AGREED

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| (1) That a message to staff be prepared to report back the results of the survey. | A. Barnett |
| (2) That Pearson Insight be asked to provide crib sheets for Service Managers to use for meetings with staff within their service area to discuss the results. | J. McDonnell |
| (3) That consideration be given to Pearson Insight holding further Focus Groups to dig deeper into some of the issues and for the outcome to inform the Transformation Programme. | P. Mousdale |
| (4) That the Environmental Services Manager be provided with information on his service area broken | A. Pearson |

down broadly by job type to enable a better understanding of the responses.

132. HOLIDAY ACTIVITIES AND FOOD PROGRAMME AND PLAY AND SKILL AT TEA-TIME ACTIVITIES

An update was given on Pendle's 2021 Holiday Activities and Food (HAF) programme and Play and Skills at Tea-time Activities (PASTA) which was delivering health benefits for vulnerable children and young people in Pendle during the school holidays.

The report provided background on both programmes, who was eligible, the support provided and how they were being resourced and funded. It set out what had been delivered by the HAF programme in 2021/22 and the Pendle management approach for 2022/23. Also what was planned for the PASTA programme, which was due to commence after February half-term and would continue throughout 2022 term times.

It was noted that the services of a voluntary community faith sector organisation with experience in youth provision and project management was providing additional capacity and support for the 2022/23 HAF programme. This was welcomed in view of the significant resources and staff-time it had taken to manage and co-ordinate.

AGREED

(1) That the HAF progress to date and coordination plans for 2022/23 be noted. **All Service Managers**

(2) That the plans for the 2022 PASTA programme be noted. **All Service Managers**

133. ONLINE HEALTH AND SAFETY TRAINING

The Environmental Services Manager submitted a report with an overview of the current online health and safety training solution including usage and associated costs so Management Team could compare current costs against alternative solutions which were available on the market.

AGREED

(1) That the introduction of the iHASCO solution for providing office and homeworkers with health and safety training be approved. **D. Walker**

- (2) That Management Team confirm staff member names and training requirements with the Health and Safety Officer in order for sufficient modules to be purchased. **All Service Managers**
- (3) That any opportunities in the future for savings by joint working on online health and safety training be considered. **D. Walker**

134. OUTCOME OF THE CORPORATE PEER CHALLENGE

The Chief Executive reported feedback from the Corporate Peer Challenge undertaken last week. She said it had been a very useful review and thanked everyone for their involvement and co-operation.

The visitors had received a warm welcome in Pendle and were impressed with the Council, and supportive of the Transformation Programme and that direction of travel. The Council’s governance system had been highlighted as a big issue, one which impacted on workloads. Members had been challenged on this and other issues.

The Council would receive a report in the next couple of weeks and would then draw up an action plan.

It was noted that staff were asking questions about the Transformation Programme and more information was needed on timescales, process and engagement.

AGREED

- (1) That initial feedback following the recent Corporate Peer Challenge be noted. **All Service Managers**
- (2) That, in consultation with Senior Management, the Transformation Programme Director draft an update for staff on the Transformation Programme, the vision for transforming the borough and how this would be achieved, and then for further consideration to be given to the wider roll-out of information to residents. **M. Poulter/
R. Rose/
P. Mousdale/
R. Gibson/
A. Barnett**