

## CABINET

8 FEBRUARY 2022

### COUNCIL STRATEGY AND COUNCIL PLAN REFRESH 2022/23 ADDENDUM REPORT

Portfolio Holder: Councillor Adrian Gulvin, Portfolio Holder for Resources

Report coordinated by: Phil Watts, Chief Finance Officer

Contributors: Children and Adults – Directorate Management Team  
Public Health  
Regeneration, Culture and Environment – Directorate  
Management Team  
Business Support

#### Summary

The report was considered by the Business Support Overview and Scrutiny Committee on 25 January 2022. The comments of the Committee and the responses from officers are set out below.

#### 1. Business Support Overview and Scrutiny Committee – 25 January 2022

1.1 The Business Support Overview and Scrutiny Committee considered the report at its meeting on 25 January 2022 and its comments are set out in the main report at section 5.

1.2 Members were asked to consider the report and forward comments to Cabinet. The following comments from the committee, required officer responses which are set out in section 2 below:

- **4.2 Digital Enablement:** Concern was expressed that DIGI TU 01 – Digital Take Up was being moved from the Council Plan to Directorate monitoring, given that it was such an important issue for residents.
- **1.2.1 Programme. Together We Can – Children’s Services Improvement Plan:** The new Goldilocks measure for Children’s Services was welcomed. However, concern was expressed that ILAC7 - The percentage of CSC audits graded good or outstanding was being replaced by a new target of the number of audits graded requires improvement or higher. This was not a positive move and had not been discussed at the Children and Young People’s O&S Committee.

- **1.2.2 Programme. The best start in life:** It had been requested at both this committee and at Children and Young People's O&S Committee that PH16 Smoking at the time of delivery be made more challenging. However, this was not being proposed in the Plan.

## 2. Directors' comments

2.1 Officers have reflected on the comments raised by Business Support Overview and Scrutiny Committee and have provided the following responses.

### 2.2 Digital Enablement

2.2.1 Digital take up is one part of the user journey. It is important to understand how residents interact with us online and through other channels, so that we can focus resources on where it is needed. Therefore, over the forthcoming year we will review how people choose to access services and what level of digital support is required. This will include agreeing key performance measure(s) for consideration as part of next year's Council Plan refresh.

### 2.3 ILAC7 – CSC audits

2.3.1 Our aim is to achieve a service where good practice is embedded, therefore the aim of achieving 80% of audits graded good or outstanding is the long-term service ambition.

2.3.2 The service is currently in intervention and it would be expected that at this point in the journey that a high proportion of work would not meet expected standards until practice improves.

2.3.3 In the interim, the volume of audits graded as requires improvement is a further measure that will be provided to support Members in understanding the improvement trajectory. The current percentage of audits graded requires improvement in the last quarter was 33%.

### 2.4 PH16 - Smoking at the time of delivery

2.4.1 This measure relates to an outcome which is not directly within the control of the Council. There are many external factors that affect it and the Council works in partnership with other agencies to reduce it. The rate has risen again to 16% in the most recent quarter, as was anticipated due to the pandemic and the impact that has had on midwifery services and consultations with expectant mothers. The measure is therefore one that fluctuates and is impacted on by strong external influences, and although we aim to get it as low as we can, it is anticipated to rise over the next few months. Officers therefore recommend that the target is not amended for 2022/23 and is reviewed again at the next refresh.

## 3. Additional recommendation

3.1 That Cabinet instructs officers to prepare an additional measure to monitor the percentage of audits graded as requires improvement, in order for the improvement trajectory to be scrutinised and for this to be presented to Full Council as part of the report due to be considered on 24 February 2022.

## Lead officer contact

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