



Supplement for

CABINET - THURSDAY, 25 JULY 2024

Agenda No **Item**

7. **Issue(s) Arising from Overview and Scrutiny and/or Audit and Governance 3 - 8**
To receive any recommendations from the Overview and Scrutiny Committee or to consider any matters raised by the Audit and Governance Committee.

This page is intentionally left blank

Proposed Cabinet response to recommendations from Overview and Scrutiny on Publica Detailed Transition Plan

Recommendation arising from the Overview and Scrutiny Committee meeting on 22 July 2024.

| Recommendation | Agree (Y / N) | Comment | Responsible Cabinet Member | Lead Officer |
|--|------------------|---|---|-----------------------------------|
| 1. That the Overview and Scrutiny Committee receives a report reviewing the implementation of Phase 1 before proposals for Phase 2 are brought forward for decision. | Y | Officers and Cabinet undertake to provide the Overview and Scrutiny Committee with a report reviewing the implementation of Phase 1. This report will encompass review of the successes, challenges, and lessons learned during Phase 1. It will provide valuable insights and data that will help to inform the planning and development of Phase 2. | Councillor Joe Harris, Leader of the Council | Robert Weaver, Chief Executive |
| 2. That Cabinet provide more clarity on what success looks like, sounds like and feels like and what key actions will deliver the Council’s objectives (service quality, greater control and cost reductions). | Y | Ultimately success will be measured against timely delivery of the Corporate Plan priorities, and key performance indicators. Cabinet will task the programme director and programme team to collate and develop specific metrics and benchmarks that will inform what ‘success’ looks like. These will include detailed descriptions | Councillor Joe Harris, Leader of the Council | Robert Weaver, Chief Executive |



| | | | |
|--|--|--|--|
| | <p>of service quality improvements, enhanced control measures, and where appropriate cost reduction targets. Key actions to achieve these objectives will also be clearly identified, ensuring a transparent and measurable path to achieving the Council's goals.</p> | | |
|--|--|--|--|

Proposed Cabinet response to recommendations from Overview and Scrutiny on Ecological Emergency Update

Recommendation arising from the Overview and Scrutiny Committee meeting on 7 May 2024.

| Recommendation | Agree (Y / N) | Comment | Responsible Cabinet Member | Lead Officer |
|--|------------------|---|---|---|
| 1. That Cabinet considers the necessity to increase resourcing for ecology, given our goal (green to the core), declared climate and ecological crisis and increased legal monitoring obligations. | Y | We are actively exploring resourcing levels across Planning & Sustainability and specifically Ecology, in order to meet workload demands and council priorities. We have a clear idea of the resources needed and are working through more detailed costings currently. | Juliet Layton, Cabinet Member for Planning and Regulatory Services/Mike Evemy, Deputy Leader and Cabinet Member for Finance | Deputy Chief Executive/ Director of Governance (Monitoring Officer)/ Assistant Director for Planning and Sustainability |

This page is intentionally left blank

Proposed Cabinet response to recommendations from Overview and Scrutiny on Channel Choice and Telephone Access

Recommendation arising from the Overview and Scrutiny Committee meeting on 22 July 2024.

| Recommendation | Agree (Y / N) | Comment | Responsible Cabinet Member | Lead Officer |
|--|------------------|---|--|---|
| 1. That the Cabinet ensures services are accessible to everyone, including those who cannot access services via digital channels and ensure the route for support is publicised. | Y | All access channels remain open, and with the increase in residents helping themselves digitally, the team have more time to help those who are digitally excluded and/or vulnerable. The office opening hours have not changed, so customers are still able to access the Council's services in this way. The emergency line remains available every afternoon and during the election period we were able to make lines available 9am-5pm in the weeks leading up to the election, and 6am -10pm on election day. | Councillor Tony Dale, Cabinet Member for Council Transformation and the Economy | Business Manager for Customer Experience/ Interim Executive Director |

This page is intentionally left blank