

## **CABINET, Monday, 13th March, 2023**

**PRESENT:** Councillor T Swift MBE (Chair)

Councillors: Scullion, Courtney, Dacre, Fenton-Glynn, Lynn, Patient and Wilkinson

### **102 SUBSTITUTES NOMINATED FOR THIS MEETING AND APOLOGIES FOR ABSENCE**

No apologies for absence were received.

*(The meeting ended at 18:44)*

### **103 MINUTES OF THE CABINET MEETING HELD ON 13TH FEBRUARY 2023.**

**RESOLVED** that the Minutes of the meeting of the Cabinet held on 13<sup>th</sup> February 2023, be approved as a correct record and signed by the Chair.

### **104 QUESTION TIME**

The Leader, Councillor T Swift MBE, invited members of the public and Councillors to ask questions of the Leader and of the other Cabinet Members. An oral response would, if possible, be provided at the meeting, but if this was not possible a written response would be provided to the questioner within 7 working days. The full details of questions asked, and answers provided would also be published on the Council's website.

(a) A question was asked by Ed Greenwood

Councillor Dacre, Cabinet Member with responsibility for Resources responded and advised that a written response would be provided.

(b) A question was asked by Peter Hunt

Councillor Dacre, Cabinet Member with responsibility for Resources, responded and apologised for any distress that may have been caused. The Constitution would be updated to reflect the current Membership and was regularly updated throughout the year. It was advised that no written response would be provided.

### **105 SCRUTINY REPORT - THE COUNCIL'S RESPONSE TO THE COST OF LIVING CRISIS**

Councillor Cairney, Lead Member of the Cost of Living Crisis Review Group presented a written report of the Senior Scrutiny Officer on behalf of the Strategy and Performance Scrutiny Board. The Strategy and Performance Scrutiny Board discussed the Cost of Living Crisis when it met in June 2022 and decided to undertake the review and then subsequently met on 29<sup>th</sup> September 2022. It was a broad discussion recognising the Cost of Living Crisis had impacted not just people in absolute poverty but also people in work creating in work poverty.

A report was prepared following the discussion and adopted by the Strategy and Performance Scrutiny Board in November 2022 and recommended to Cabinet. The

report presented statistical data on the Cost of Living Crisis and a set of recommendations to Cabinet.

Councillor Cairney explained that the report had looked both outward and inward and recognised that the Cost of Living Crisis had made things more difficult for the most vulnerable in society. The Council would need to continue its support for those residents as demand for support had likely increased.

The report noted that the Cost of Living had impacted Council staff with variances in how it had impacted living standards due to personal circumstances. Some staff had reported using foodbanks while others had taken on a second job.

Of the 9 recommendations it was advised that two had already implemented with libraries being used as warm spaces and the increase in pensions and benefits.

Councillor Cairney put special thanks to Bella Jessop, Assistant Scrutiny Officer and Lauren Lobley, former Assistant Scrutiny Officer for their hard work on the report.

The Strategy and Performance Scrutiny Board asked Cabinet to receive and consider the 9 recommendations contained within the report.

The Leader, Councillor T Swift MBE advised that Cabinet welcomed the report and agreed that the Cost of Living Crisis had impacted many residents across Calderdale.

During discussions Members thanked the Members of the review group and welcomed the report. It was noted that if no further help from Government was given approximately 36% of households in Calderdale would be in fuel poverty with households spending 10% or more of their overall budget on fuel. It was advised that if future review groups were set up that meeting more than once would be beneficial. Members noted that the issues around in work poverty as opposed to outright poverty had become more acute and education was key in regard to keeping the homes warm. Members noted that many schools were struggling with the Cost of Living Crisis and that without more help from Government up to 75% of Primary Schools would not be able to balance their budget in two years. Members noted how the Cost of Living Crisis had impacted multiple areas of living while the report brought context to the struggles of the most vulnerable in society and set a roadmap for Members to help tackle the crisis.

**RESOLVED** that:

- (a) The Members of the Cost of Living Crisis Review Group and Strategy and Performance Scrutiny Board be thanked for their work on the report and that the report be received: and
- (b) The recommendations within the report be received and noted.

## **106 CALDERDALE COUNCIL CUSTOMER EXPERIENCE FRAMEWORK 2023 - 2025**

Councillor Lynn, Cabinet Member with responsibility for Public Services and Communities, presented a written report of the Director, Public Services which provided an overview of the Calderdale Council Customer Experience Framework for the year 2023 – 2025.

Reflected in Councils priorities in the updated Corporate Plan was to ensure a consistent approach to customer service across the Council. The Framework included a Customer Promise which reinforced a message amongst staff that our vision is for a place defined by our innate kindness and that we put our customers first all of the time.

It was proposed that the Customer Experience Framework as set out in Appendix 1, be championed by Cabinet. The Framework had been created to support our aim of 'Getting it right first time, every time'. It would also:

- Ensure a shared understanding of what a good customer experience feels like.
- Embed a consistently good standard of service delivery with resilience and efficiency, in a fair and inclusive way.
- Share with customers the standards they should expect when doing business with the Council.

The report outlined background information, options considered, financial, legal, human resources and organisational development, environmental, health and economic implications.

**RESOLVED** that:

(a) the Customer Experience Framework as set out in Appendix 1 of the report be championed by Cabinet.

(b) the Framework had been created to support the Council's aim of 'Getting it right first time, every time'. It would also:

- Ensure a shared understanding of what a good customer experience feels like.
- Embed a consistently good standard of service delivery with resilience and efficiency, in a fair and inclusive way.
- Share with customers the standards they should expect when doing business with the Council.

(c) It be proposed that the whole Council use this Framework as their standard, and that it be embedded as part of their core functions and processes.

**107 POST 16 LEARNING, EMPLOYMENT AND SKILLS STRATEGY**

Councillor Dacre, Cabinet Member with responsibility for Resources presented a written report of the Director, Children and Young People's Service which presented an overview of the Post 16 Learning, Employment and Skills Strategy.

The appended Strategy set out a significant contribution to be made to the vision for Calderdale and in particular in relation to the Vision 2024 aspiration to be a place where residents can realise their potential, whoever they are and aspire to be a place where talent and enterprise can thrive.

The Post 16 Learning, Employment and Skills Strategy had been submitted to Cabinet for approval following consultation with the Leader and discussions at the

Children and Young People's Scrutiny Board and Inclusive Economy Board. This was a key strategy that was commissioned by the Council and developed with partners and young people across the Borough.

The work also linked to the three key priorities within the current Corporate Plan:

- Reducing Inequalities – by identifying those at risk of Not in Education, Employment or Training (NEET) status and economic inactivity, ensuring that early support and intervention was in place;
- Strong, Thriving Towns and Places – by ensuring that our school and college leavers were in meaningful further/higher education, training and skilled employment, we contribute towards the future economic prosperity of our towns; and
- Climate Action – by educating our young people about the issues and providing them with entrepreneurial skills we empowered them to become part of the battle against climate change.

It also linked to the Wellbeing Strategy 2022-2027 and specifically the ambition to increase the hope and aspirations of 15 year olds and provide positive life chances.

The report outlined background information, options considered, financial, legal, human resources and organisational development, environmental, health and economic implications.

During discussions Members thanked Officers for the report and advised it was good to see the voice of young people within the report in particular on topics such as mental health. Members noted the good options for young people post 16 such as the new sixth form college but recognised that the approach was not for everyone and some may have preferred apprenticeships or other routes such as T-Levels.

**RESOLVED** that the Post-16 Learning, Employment and Skills Strategy be approved.

*(Councillor Courtney, Cabinet Member with responsibility for Towns, Engagement and Public Health declared a non-pecuniary interest as she was a member of the board of C+K Careers.)*

## **108 2022 ANNUAL HEALTH AND SAFETY REPORT FOR CALDERDALE MBC**

Councillor Dacre, Cabinet Member with responsibility for Resources presented a written report of the Head of Human Resources and Organisational Development which outlined the extent to which the Council continued to meet its statutory responsibilities, whilst providing a framework to update elected members of key Health and Safety initiatives which drove continuous improvement.

In the last reporting period the Council saw an increase in employee, public and pupil accidents, as well as the Health and Safety Executive (HSE) reportable accident rate however they had returned to pre-pandemic levels.

From April 2021 to March 2022, the Health and Safety Team had to notify the enforcing authority of 33 cases of COVID-19 that met their reporting criteria. That

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was quite a significant reduction on numbers reported to the Health and Safety Executive (HSE) in the previous year. This was due in part to changes to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 2013) which stated that only diagnosed cases to employees working in roles involving direct care with other individuals had to be reported.

The report was brought to Cabinet so that Members were able to satisfy themselves that the Council's health and safety arrangements and operational plans were both adequate and robust at the current time.

It was recommended Cabinet note the robust health and safety arrangements in place to manage Health and Safety across Calderdale.

The report outlined background information, options considered, financial, legal, human resources and organisational development, environmental, health and economic implications.

**RESOLVED** that the robust health and safety arrangements in place to manage Health and Safety across the estate be noted.