

## **MINUTES OF A MEETING OF THE CABINET HELD BY TEAMS ON TUESDAY, 14 JULY 2020**

### **PRESENT**

County Councillor M R Harris (Chair)

County Councillors MC Alexander, G Breeze, A W Davies, P Davies, J Evans, H Hulme and R Powell

<b>1.</b>	<b>APOLOGIES</b>
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There were no apologies for absence.

<b>2.</b>	<b>MINUTES</b>
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The Leader was authorised to sign the minutes of the last meeting held on 23<sup>rd</sup> June 2020 as a correct record.

<b>3.</b>	<b>DECLARATIONS OF INTEREST</b>
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There were no declarations of interest reported.

<b>4.</b>	<b>VISION 2025: OUR CORPORATE IMPROVEMENT PLAN ANNUAL PERFORMANCE REPORT 2019-2020 AND STRATEGIC EQUALITY PLAN ANNUAL MONITORING REPORT 2019-2020</b>
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Cabinet considered the Vision 2025: Corporate Improvement Plan (CIP) Annual Performance Report 2020 and the Strategic Equality Plan Annual Monitoring Report 2019-2020.

The report set out the Council's performance during 2019-20 against the Well-being objectives and activities. The report aimed to provide a balanced and open account of performance and had been developed using information from

- Quarterly Corporate Performance Reports
- Quarterly Transformation Programme highlight reports
- Assurance and Improvement Board Reports
- Revenue and Capital outturn reports.
- Annual Governance Statement 2019-20.

The report had been considered by the Joint Scrutiny Working Group and the Group's comments and responses to them had been included with the papers for the meeting. In respect of the comment made about the number of staff appraisals, the Portfolio Holder for Corporate Governance and Engagement advised that there had been a number of factors contributing to the target not being met but that managers had been briefed and he was confident of the 70% target being met in 2020/21.

The Strategic Equality Plan Annual Monitoring Report 2019/2020 provided information on how the Council was meeting its requirements in relation to the Equality Act 2010 and more specifically, the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

**RECOMMENDED to Council that Vision 2025: CIP Annual Performance Report 2020 and Strategic Equality Plan Annual Monitoring Report 2019/2020 be approved.**

<b>5.</b>	<b>ANNUAL SOCIAL SERVICES COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS REPORT 2019-20</b>
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Cabinet considered the Annual Social Services Complaints, Compliments and Representations report for 2019-20. There had been a substantial decrease in the number of Stage 1 complaints received in 2019/20 whilst enquiries had remained constant indicating that people were happy to resolve their concerns without feeling the need to make a formal complaint. The number of formal compliments received during 2019/20 were virtually identical to the previous year.

A number of areas for development and improvement to further enhance Customer Care in 2020/2021 had been identified, with a number of these already in place or being actively progressed.

The Portfolio Holder for Adult Social Care and the Portfolio Holder for Young People and Culture thanked the staff for their work and the proactive way in which they handled complaints.

**RESOLVED that the report be received.**

**County Councillor M R Harris (Chair)**