

Meeting of the Social Services, Health and Wellbeing Overview and Scrutiny Committee

23 January 2026

Responses to Recommendations / Additional Information Requested

	Recommendations / Information Requested:	Response:	Accepted / Partially Accepted / Not Accepted:
Healthy Living Partnership – Agency Model			
Recommendations			
1	The Committee discussed the importance of long-term investment to sustain leisure facilities and recommended that an Asset Strategy be developed including longer term capital investment.	Feasibility funding application has been developed to support a long-term Leisure Capital Programme. This will provide an evidence-based approach to future investment across the Council’s leisure and wellbeing estate, covering both indoor and outdoor facilities, and will inform the development of a strategic Asset Strategy to guide prioritised, sustainable capital investment.	Accepted
Additional Information Requested			
2	Members expressed concern regarding the risk of a procurement challenge arising from a modification to the contract terms if the Agency Model is implemented, requested sight of the further indemnified legal advice that will be provided to Cabinet when they are asked to agree to the Agency Model being adopted and requested a confidential Members’ Briefing to provide reassurance regarding the risk from challenge. The Committee acknowledged that it is Cabinet’s responsibility to further explore the risk following the indemnified further legal advice and requested that Cabinet considers the concerns expressed by the Committee in their deliberations.	Further legal advice is being obtained to inform Cabinet’s decision, including an assessment of procurement risk and appropriate mitigations. Subject to governance requirements, a confidential Members’ Briefing will be arranged to provide reassurance. The concerns raised by the Committee will be reflected in the report and considered by Cabinet in its deliberations.	Accepted

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3	The Committee requested a timeline of milestones for the implementation of the Agency Model up to April 2027.	A detailed timeline of key milestones for the implementation of the Agency Model, up to April 2027, will be developed and shared with the Committee. This will include key decision points, governance approvals and implementation phases to provide clear oversight of progress.	Accepted
4	The Committee requested the value of past refunds from HMRC relating to the supply of leisure services and for which years.	<p>£190,471.00 was repaid by HMRC on 9.11.2018. This related to VAT on Leisure centre income including that from “Bridgecard” covering the period September 2011 to March 2012.</p> <p>A further claim was made for £59,677 for to VAT on income relating to pitch hire across the council. This was repaid on 10.12.2018.</p> <p>A final claim was made in respect of pitch hire not included in previous claims for £4,668. This was repaid on 3.7.2019</p>	Accepted
Information Report – Corporate Performance Quarter 2 2025-26			
Recommendations			
5	The Committee expressed concern regarding the lack of a target regarding sickness levels and recommended that consideration be given to setting a target to establish whether working practices can be improved and to ensure the best support for staff wellbeing.	<p>The current target is to show improvement, which provides suitable challenge to ensure the balance of employee wellbeing and service delivery is considered.</p> <p>Managers are supported to focus on what we can do to support employees in terms of health and wellbeing, currently our offer includes employee</p>	Accepted

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		<p>assistance programme and occupational health services.</p> <p>All managers must complete the mandatory absence management e-learning module, which provides an overview of the policy and procedures as well as the skills needed to help manage absence effectively. The HR Service also provides briefings to managers on welfare management, health and wellbeing (giving detail on the support and resources available) and access to other e-learning modules such as stress management to ensure they have the skills and resources to support staff wellbeing.</p>	
6	<p>With reference to Performance Indicator CED70, the Committee expressed concern that while the percentage of complaints closed within timescales had improved from the same period last year, it had declined from the year end position and is far from the target of 80% and recommended that the issue be referred to the Corporate Overview and Scrutiny Committee for further consideration.</p>	<p>Referral being made to COSC at their next meeting on 16 March 2026.</p>	<p>Agreed.</p>
<p>Forward Work Programme Update</p>			
7	<p>Members expressed concern regarding the timeliness of responses to their Recommendations and Requests for Additional Information highlighting that</p>	<p>The Chief Executive has provided the following response:</p> <p>I note your concerns, and I have asked specifically</p>	

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	this appeared to be an issue across a number of Committees and expressed frustration regarding the level of pursuing required to obtain a response. The Committee recommended that the issue be escalated to the Chief Executive for response and that their recommendation is also brought to the attention of the Chairs of the Corporate Overview and Scrutiny Committee and Governance and Audit Committee.	for Corporate Directors to ensure they have adequate systems in place to cover key officers when they are absent from work or where we have vacancies. I will also be asking democratic services to centralise a log of all scrutiny recommendations so that these can be more effectively centrally monitored by the corporate management team on a monthly basis. We will then have direct oversight of this over the coming months from which we can then review should there be any specific difficulties.	