



## Committee Report

Committee	<b>FULL COUNCIL</b>
Date	<b>15 NOVEMBER 2023</b>
Title	<b>LEADER'S UPDATE REPORT</b>
Report of	<b>LEADER OF THE COUNCIL</b>

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This is my update report for the period since the last Full Council.

I am saddened to have to start with the news that a very valued member of staff Kim Goode sadly passed away on Wednesday 11 October. Kim was the senior children's social care officer on the Isle of Wight. During her time across both Hampshire and the Isle of Wight Children's Services, Kim worked tirelessly to improve the outcomes for children and families and was a much-valued colleague to staff. Our thoughts and condolences are with her family and in particular her partner at this difficult time.

World Mental Health day (10 October) focused on the Five Ways to Wellbeing, with local media campaigns signposting to services and opportunities across the Island, encouraging people to find ways to look after and improve their mental wellbeing. The Council Mental Health Working group marked the day with an event for council staff, encouraging staff to consider how to support their own mental wellbeing and that of our staff.

Continuing with the theme of health and wellbeing, the Isle of Wight Council welcomes the Prime Minister's announcement on a Smoke Free Generation and is already supporting 528 people to quit smoking per year. Teams across the council are working together to restrict the use of underage vapes.

The Local Government and Social Care Ombudsman (LGSO) annual review of complaints 2022-23 was published on 26 July. The LGSO investigated 13 complaints during the year and upheld 54% of these, which is considerably lower than the national average of 72% for similar authorities. The Ombudsman was also satisfied that the council had successfully implemented recommendations in 100% of cases.

The customer survey conducted by the contact centre revealed that our customers value a quick response to enquiries made at the first point of contact, with a response that provides clear guidance and support around what to do next. These considerations will form part of the customer charter that is in the process of being refreshed.

The first year of the UK Shared Prosperity Fund (UKSPF) Multiply project, which aims to

improve adult numeracy, has engaged over 250 people meeting 90% of its target compared with other local authorities, some of whom have only managed to achieve as low as 20% of their target.

We have received our Apprenticeship Maturity Report from the Local Government Association which followed a self-assessment process. This has been benchmarked to all other local authorities both regionally and nationally which revealed that the Isle of Wight are in the upper quartile in comparison with all local authorities for its achievements against Public Sector target performance. There are currently 118 apprentices on programmes equating to apprenticeship levy spend of £421,384.00.

Our senior management restructure has been completed and in recognition that we have reduced capacity in some parts of the council we are refining our corporate plan to identify a small number of key priorities, outcomes and deliverables.

Since offering across the chamber significant roles in working alongside Cabinet Members as support, or advisory, teams on Policy making activity and decision making, I am pleased to say that numbers of non-Alliance Councillors have accepted the roles and working with the relevant Cabinet Member already, noticeably, on the 2024/25 Budget and Finance process. I want to re-iterate that the offer for cross chamber working with Cabinet Members remains open to all Councillors.

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