

**People Select Committee  
Chair's Update – July 2018**

<b>Scrutiny Review – Mental Health and Wellbeing including Suicide and Self-Harm</b>	
<b>Achieved since last meeting</b>	The draft final report was presented to Committee in June 2018 where Members agreed the content and recommendations contained within. This will now be considered by Cabinet in July 2018.
<b>Problems or concerns</b>	None.
<b>Planned next month</b>	Subject to endorsement by Cabinet, an Action Plan in relation to the review's recommendations will be formulated and presented to Committee in September 2018 for discussion and agreement.
<b>On track – yes / no</b>	Yes.

<b>Scrutiny Review – Digital Optimisation</b>	
<b>Achieved since last meeting</b>	<p>Following the initial tri-partite meeting, a draft scope and plan was considered by Committee in June 2018. Members agreed that the aim of this review will be to:</p> <ul style="list-style-type: none"> <li>• assess how well Stockton-on-Tees Borough Council is progressing in its provision of digital services;</li> <li>• understand how digital services are being tailored to meet the needs of the Borough's residents (personalisation of service);</li> <li>• consider to what extent the Council facilitates those who need access to digital services, mitigating for digital exclusion through the provision of technology in libraries and assisted customer self-serve;</li> <li>• ascertain how the Council's digital services are being communicated, and how residents are being engaged;</li> <li>• explore what can be developed in the future to further encourage the channel shift towards digital services.</li> </ul> <p>The review is scheduled to report to Cabinet in January 2019.</p>
<b>Problems or concerns</b>	None.
<b>Planned next month</b>	<p>The next Committee meeting in July 2018 will be the first main evidence-gathering session where Members are due to receive information from the Local Authority in relation to:</p> <ul style="list-style-type: none"> <li>• Current Council strategy around digitisation, future planning / anticipated developments, and impacts on costs.</li> <li>• Digital provision across all Council services.</li> <li>• 'My Stockton' (easy access to online services)</li> <li>• Business Continuity / Recovery Plan</li> </ul>

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	From a Customer Services perspective, statistical information around the main contact channels (face-to-face, telephony, email, online), including changes over time, will be presented, along with information on volumes and types of transactions for Council services, and customer feedback on services provided.
<b>On track – yes / no</b>	Yes.

<b>Overview / Performance and Quality Assurance</b>	
<b>Key Issues / Problems or concerns</b>	None.
<b>Requests for more information</b>	None.

<b>Monitoring</b>	
<b>Key Issues / Problems or concerns</b>	<p>Committee considered the latest round of monitoring progress updates at the last meeting in June 2018.</p> <p><u>Sickness Absence (Initial)</u>: Good progress had been made, with three of the ten recommendations already achieved, and the remaining seven on-track. A number of examples were provided in relation to how staff are made aware of the support available to them, and the delivery of mental health training (for Managers and staff) was highlighted. Committee were pleased to note the Council's achievement in gaining the Better Health at Work Award Continuing Excellence accreditation in December 2017.</p> <p><u>Child Poverty</u>: The one outstanding recommendation in relation to speech and language therapy (SALT) provision has still yet to be addressed. However, a 3-year SEND (Special Education Needs and Disabilities) Joint Commissioning Strategy has been developed with Health and Education partners, as well as in consultation with parents / carers and young people, and an Action plan is currently being developed to include a review of SALT services. Work is underway with all partners to explore joint commissioning opportunities.</p> <p><u>Wellbeing</u>: Actions in relation to the three outstanding recommendations have now been achieved.</p> <p><u>FASD</u>: The three outstanding recommendations have still yet to be achieved (though one of these relates to feedback from a regional FASD research project, the results of which Public Health are still awaiting). The Public Health Team is recruiting to a Health Improvement Specialist post, with one of the key areas of work for this role to cover alcohol (expected to be in place before the end of June 2018) – this should enable the remaining</p>

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	<p>elements of this Action Plan to be addressed. It was also noted that the Health and Wellbeing Board are looking into issues around FASD.</p> <p><u>Disadvantage in Early Years</u>: Very good progress made in relation to the Action Plan since the initial update in December 2017, with four of the outstanding seven recommendations now complete. Actions regarding the other three recommendations remain on-track.</p>
<b>Requests for more information</b>	None.

**Next Meetings**

Monday 16<sup>th</sup> July 2018 (1.30pm)  
Monday 17<sup>th</sup> September 2018 (1.30pm)