

Minutes of a meeting of the **CABINET** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Tuesday, 30 April 2024 at 6.30 pm.

PRESENT

C N Worth (Leader)

G J Taylor (Deputy
Leader)
T A Carter (Deputy
Leader)
J R Astill

H J W Bingham
A Casson
P A Redgate

E J Sneath

Apologies for absence were received from or on behalf of Councillor J Tyrrell.

The Joint Chief Executive, the Deputy Chief Executive – Programme Delivery, the Assistant Director – Corporate, the Group Communications and Engagement Manager and the Democratic Services Team Leader.

In Attendance: Councillor B Alcock (Chairman, Performance Monitoring Panel), Councillor A C Beal (Chairman, Governance & Audit Committee), Councillor R A Gibson (Leader, Independent Group) and Councillor A R Woolf (Chairman, Policy Development Panel).

74. MINUTES

The minutes of the Cabinet meeting held on 30 April 2024 were agreed and signed by the Leader.

75. DECLARATIONS OF INTEREST.

There were none.

76. QUESTIONS RAISED BY THE PUBLIC UNDER THE COUNCIL'S CONSTITUTION (STANDING ORDERS).

There were none.

77. TO CONSIDER ANY MATTERS WHICH HAVE BEEN SUBJECT TO CALL-IN.

There were none.

78. TO CONSIDER MATTERS ARISING FROM THE POLICY DEVELOPMENT AND PERFORMANCE MONITORING PANELS

Action By

CABINET - 30 April 2024

There were none.

79. UNREASONABLE BEHAVIOUR POLICY

Consideration was given to the report of the Assistant Director – Governance (Monitoring Officer) which presented a draft updated Unreasonable Behaviour Policy for the Council, and which sought approval from the Cabinet.

The Portfolio Holder Corporate, Governance and Communications presented the report.

The following points were raised:

- Members noted that incidences of unreasonable behaviour towards staff were logged and commented that the Authority had a duty of care towards staff. It was also apparent from the information contained at Appendix B that the numbers were increasing.
- The Portfolio Holder advised that incidents were logged and more detail would be sought. With regard to the upturn under some of the headings within the report, the demand on Customer Services was also increasing – actions were being taken to mitigate this (e.g., customer call back/notification of queue position) but more time was required to see what effect this was having. Despite this, abuse of staff would not be tolerated in any way.
- Members commented that as well as being clear on what the Authority expected from individuals, it should be clear what they could expect from the Authority e.g., response times – reference to this information may assist in diffusing some situations.
 - The Portfolio Holder advised that response times were included in individual policies. A summary of where expectations were set could be included within a separate appendix.

DECISION:

That the draft Unreasonable Behaviour Policy at Appendix A be approved.

(Other options considered:

- *To keep the current policy – this was not recommended.*

Reasons for decision:

- *To ensure that the Council has suitable procedures in place for dealing with unreasonable and abusive behaviours and*

CABINET - 30 April 2024

unreasonably persistent complainants.)

80. Q3 PERFORMANCE REPORT 23-24

Consideration was given to the report of the Assistant Director – Corporate which provided an update on how the Council was performing for the period 1 October 2023 to 31 December 2023.

The Portfolio Holder – Corporate, Governance and Communications presented the report. It was noted that there would be some changes in presentational changes to the report to provide clearer information generally, and clearer indication of direction of travel of KPIs. This would take effect from Quarter 1 2024/25.

DECISION:

That the contents of the report be noted.

(Other options considered:

- *Not to monitor performance – this was not recommended.*

Reasons for decision:

- *To ensure Council performance was properly scrutinised.)*

81. PRODUCTIVITY PLAN 24/25

Consideration was given to the report of the Assistant Director – Corporate which requested agreement of the Productivity Plan.

The Leader of the Council presented the report.

The following points were raised:

- Members asked how the information would be explained to public?
 - Officers responded that the document could be linked to the Annual Delivery Plan, in addition to highlighting headlines and incorporating within the six-monthly performance report that was presented to Full Council.

DECISION:

That the Productivity Plan at Appendix A, underpinned by the items listed at 2.4 in the report, be approved, and delegated authority be granted to the Assistant Director – Corporate to update the Plan from time to time in consultation with the Leader.

(Other options considered:

- *Do nothing – not an option due to the Government's*

CABINET - 30 April 2024

requirement to publish a Productivity Plan.

Reasons for decision:

- *To deliver on the Government's requirement and demonstrate the Council's commitment to collaborative working to deliver efficiency and improved outcomes for communities.)*

82. PARTNERSHIP ENGAGEMENT PLEDGE

Consideration was given to the report of the Assistant Director – Corporate which sought approval of the Partnership's Engagement Pledge.

The Portfolio Holder for Corporate, Governance and Communications presented the report.

DECISION:

That the Engagement Pledge at Appendix A be approved.

(Other options considered:

- *Do nothing – do not adopt the Engagement Pledge. This option was not recommended – it is good practice to have broad principles of engagement and consultation adopted across the Partnership.*

Reasons for decision:

- *To ensure the Partnership has a clear and consistent approach in all engagement activities.)*

83. ANY OTHER ITEMS WHICH THE LEADER DECIDES ARE URGENT.

There were none.

(The meeting ended at 6.54 pm)

(End of minutes)

Any RECOMMENDATIONS TO COUNCIL detailed above will be submitted for consideration to the meeting of the full Council on **15 May 2024**.