



# City of Doncaster Council

## EXECUTIVE FUNCTIONS DECISION RECORD

The following decisions were taken on Wednesday, 18th January, 2023 by Cabinet.

Date notified to all Members: Thursday, 19th January, 2023

End of the call-in period is 5.00 p.m. on Monday, 30th January, 2023. These decisions will not be implemented until after this date and time.

Present:

Chair - Mayor Ros Jones (Mayor of Doncaster with responsibility for Budget and Policy)

Vice-Chair - Councillor Glyn Jones (Deputy Mayor, Portfolio Holder for Housing and Business.)

### Cabinet Member for:

Councillor Lani-Mae Ball	Portfolio Holder for Education, Skills and Young People
Councillor Nigel Ball	Portfolio Holder for Public Health, Leisure, Culture and Planning
Councillor Joe Blackham	Portfolio Holder for Highways, Infrastructure and Enforcement
Councillor Phil Cole	Portfolio Holder for Finance and Trading Services
Councillor Mark Houlbrook	Portfolio Holder for Sustainability and Waste
Councillor Andrea Robinson	Portfolio Holder for Adult Social Care

Apologies:-

Apologies for absence were received from Councillors Rachael Blake and Jane Nightingale

## PUBLIC MEETING – SCHEDULE OF DECISIONS

### Public Questions and Statements

There were no public questions or statements made at the meeting.

Decision records dated 14th December, 2022, be noted

## DECISION 1.

### 1. AGENDA ITEM NUMBER AND TITLE

6. Calculation and Approval of the Council Tax Base for 2023/2024.

### 2. DECISION TAKEN

Cabinet:-

- (1) approved the calculation of the City of Doncaster Council's Tax Base for the 2023/2024 year as 85,979 band D equivalent dwellings as detailed at Appendix 1 of the report; and
- (2) approved the calculation of the City of Doncaster Council's Tax Base for the 2023/2024 year for each of its areas at parish level as detailed in Appendix 2 of the report.

### 3. REASON FOR DECISION

Cabinet received a report introduced by Mayor Ros Jones seeking approval of the Council Tax Base for Doncaster for 2023/2024. The report reflected an estimated loss on collection of 1.4%, the same as 2022/23.

The Mayor reported that the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012 make arrangements for the setting of the Council Tax. These arrangements include the determination of the Council Tax Base and the regulations prescribe how this calculation should be carried out.

Mayor Jones went on to state that the Council Tax Base is used to determine the level of Council Tax for individual properties. It represents the number of properties that will be subject to Council Tax, and which are expressed in terms of their Band D equivalents using a prescribed formula after allowing for the effect of exemptions, discounts, premiums and reliefs.

The proposed Council Tax Base for the City of Doncaster for 2023/2024 is 85,979 band D equivalent dwellings. This represents an increase of 1,377 band D equivalent dwellings compared to the current year's Tax Base of 84,602.

The report also set out the Council Tax Base for each part of the Doncaster borough at parish level.

Cabinet welcomed the report. Councillor Glyn Jones wished to state that as Portfolio Holder for Housing and Business he was pleased to see the continued growth in the number of residential properties hitting annual targets across the City and adding to the Council Tax Base.

### 4. ALTERNATIVES CONSIDERED AND REJECTED

The Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012 prescribe how the calculation of the Council Tax Base must be carried out. There are no other options.

**5. DECLARATIONS OF INTEREST AND DISPENSATIONS**

There were no declarations.

**6. IF EXEMPT, REASON FOR EXEMPTION**

Not Exempt

**7. DIRECTOR RESPONSIBLE FOR IMPLEMENTATION**

Debbie Hogg, Director of Corporate Resources

**DECISION 2.**

**1. AGENDA ITEM NUMBER AND TITLE**

7. Customer Experience Strategy 2023-26

**2. DECISION TAKEN**

Cabinet agreed the Customer Experience Strategy 2023-2026.

**3. REASON FOR DECISION**

Cabinet considered a report introduced by Councillor Phil Cole, Cabinet Member for Finance and Trading on behalf of Councillor Jane Nightingale proposing the approval of the Customer Experience Strategy developed as agreed in the Council's 2022/23 Corporate Plan.

Councillor Cole stated that Doncaster Council is contacted by thousands of residents each week. Many will search the website for information, act on social media posts or call in at a front desk at a community hub.

He stressed that it is important that, as an efficient local council, providing a wide range of services, there is a need to ensure that when residents need help or advice, they find the right information or the right person quickly.

He commented that this strategy seeks to further build upon past improvements made to improve the experience of Doncaster people when they need to contact us. The vision for this strategy is simply 'To always provide the best possible customer experience to all the people we serve no matter how and where we are contacted'.

In conclusion, Cabinet were advised of a number of improvements as follows:-

- A regular review of our service delivery performance targets making them clearer to our residents;
- A reduction in the number of telephone numbers and email addresses;
- A review of the number of council customer access points at buildings across the borough and what they deliver;

- Further improvement of our on-line offer and increasing the services; available on-line for those that wish to and can operate digitally
- Improving how we communicate during service delivery;
- Seek to reduce residents having to contact many different services when life events occur;
- Reviewing our remaining use of paper forms and letters and seek to rationalise further; and
- Further enhancing and improving our technology used behind the scenes.

Councillor Nigel Ball commented that it was important to recognise the improvements made and the significant increase in the uptake of digital services by residents. However, it was equally important that for those people who are digitally excluded, those options of face to face communication and support, whether it be at family hubs within communities or the one-stop-shop at the Civic Office, are retained.

Councillor Joe Blackham echoed the comments and commended the report. He stated that the report was honest, and whilst significant improvements had been made, it also recognises that there are further improvements required.

#### **4. ALTERNATIVES CONSIDERED AND REJECTED**

Do not agree the Strategy.

#### **5. DECLARATIONS OF INTEREST AND DISPENSATIONS**

There were no declarations.

#### **6. IF EXEMPT, REASON FOR EXEMPTION**

Not Exempt

#### **7. DIRECTOR RESPONSIBLE FOR IMPLEMENTATION**

Debbie Hogg, Director of Corporate Resources

### **DECISION 3.**

#### **1. AGENDA ITEM NUMBER AND TITLE**

8. "Your Care and Support" Doncaster's local account for adult social care.

#### **2. DECISION TAKEN**

Cabinet approved the "Your Care and Support" Doncaster's 2023 Local Account for Adult Social Care.

#### **3. REASON FOR DECISION**

Cabinet received a report introduced by Councillor Andrea Robinson, Cabinet Member for Adults Social Care, along with members of the Making it Real Board,

seeking approval of the “Your Care and Support” Doncaster’s Local Account for Adult Social Care.

Councillor Robinson stated that whilst not mandatory, there is a national expectation that all Councils with Adult Social Services responsibilities publish an annual local account which reviews the previous year’s performance and describes priorities for the next year.

She reported that there was a need to be ambitious for Adult Social Care and listen to the people the Council are here to serve. The report was jointly agreed with people who have experience of drawing on adult social care who regularly meet with Council officers as part of the ‘Making It Real Board’.

“Your Care and Support” showcases what is good in terms of care and support in Doncaster and also reflects what is not so good. It includes the priorities that Making it Real Board members have identified for Adult Social Care in 2023 and the key actions that are required to deliver these.

Cabinet welcomed Zac Martin, regular attendee of the Making it Real Board and Co-Chair of Doncaster’s Autism Partnership, and Glyn Butcher, Co-Chair of the Making it Real Board, who presented to Cabinet their own lived experiences of care and support and their views in regard to the Your Care and Support document.

Councillor Lani-Mae Ball stated that the report was easy to read and transparent, capturing people’s voices well and the feedback had been really proactive. She wished to highlight page 72 of the report, where it states only 4% of adults with a learning disability in Doncaster are in paid employment. It indicated that although this was similar to other areas, as a Council we should seek to be more ambitious and aim to improve this position.

In conclusion, Mayor Ros Jones stated that reading the report was quite humbling and that the Council had much to learn from persons with lived experiences and together we could help improve Council services and in turn improve lives. Mayor Jones and Cabinet thanked Zac and Glyn for attending and for sharing their experiences and for the co-production of the report.

#### **4. ALTERNATIVES CONSIDERED AND REJECTED**

Option 1 - Not producing a Local Account.

Option 2 – Council officers compiling a Local Account.

#### **5. DECLARATIONS OF INTEREST AND DISPENSATIONS**

There were no declarations.

#### **6. IF EXEMPT, REASON FOR EXEMPTION**

Not Exempt

#### **7. DIRECTOR RESPONSIBLE FOR IMPLEMENTATION**

Phil Holmes, Director of Adults, Health and Well-Being

Signed.....Chair/Decision Maker