

**DRAFT MINUTE OF THE ADULTS AND COMMUNITIES OVERVIEW AND  
SCRUTINY COMMITTEE – 11 NOVEMBER 2019**

**Delivering Wellbeing and Opportunity in Leicestershire: Adults and  
Communities Department Ambitions and Strategy for 2020-2024**

The Committee considered a report of the Director of Adults and Communities inviting comments on the draft 'Delivering Wellbeing and Opportunity in Leicestershire: Adults and Communities Department Ambitions and Strategy for 2020-2024', together with the associated consultation documentation. A copy of the report marked 'Agenda Item 10' is filed with these minutes.

Arising from discussion, the following comments were raised:

- i. In response to a query concerning how people choose to identify themselves and whether there were enough options listed within the survey questions for respondents to select from, it was confirmed that these were standard terms that were ordinarily used by the County Council when in consultation with the public. However, Officers would review the options with regard to this consultation in light of the comments made, to ensure these were appropriately inclusive.
- ii. Members felt that some of the wording within the Strategy, particularly with reference to headings and definitions, could be strengthened and better aligned to the survey questions. It was important that the language used in the Strategy and the associated documentation was as clear and understandable as possible.
- iii. It was suggested that an additional question be included in the survey around service user experience, and what the Council could do to improve experience where this had been unsatisfactory. Officers agreed that a question pertaining to service improvement would be beneficial and that themes emerging from a recent feedback exercise could be used as a point of focus.
- iv. The Committee was pleased to note that the strategy would be integrated across the department and confirmed that, subject to the amendments suggested above, it supported the questionnaire and consultation.

RESOLVED:

- (a) That the Director of Adults and Communities be requested to consider the language used with respect of the Strategy and the associated survey documentation to ensure this is as clear, understandable and inclusive as possible;

- (b) That the Director of Adults and Communities be requested to include an additional question in the survey with a focus on what the Council could do to improve service user experience where this has been unsatisfactory;
- (c) That the Committee's comments on the draft Strategy and consultation process be submitted to the Cabinet for its consideration.