

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE

AGENDA

Meeting to be held in City Hall, (Committee Room 1) on Thursday 6th July 2023 at 5.30 p.m.

Membership

Cllrs Chapman, Crosby, Curtis, Dunn, Gibson (Vice Chair), Guy (Chair), McDonough, Samuels, P. Smith, D. Snowdon, D.E. Snowdon, Thornton

Co-opted Members – Mrs. A. Blakey

ITEM		PAGE
1.	Apologies for Absence	
2.	Minutes of the last meeting of the Children, Education and Skills Scrutiny Committee held on 30th March 2023 (copy attached)	1
3.	Declarations of Interest (including Whipping Declarations)	-
	Part A – Cabinet Referrals and Responses	
	No Items	
	Part B – Scrutiny Business	
4.	North East Pathfinder – Foster North East	8
	Report of the Director of Children’s Social Care (copy herewith)	

5.	Together for Children - Customer Feedback Annual Report	9
	Report of the Director of Children's Services (copy attached)	
6.	Annual Work Programme 2023-2024	23
	Report of the Scrutiny and Members' Support Coordinator (copy attached)	
7.	Notice of Key Decisions	29
	Report of the Scrutiny and Members' Support Coordinator (copy attached)	

E. WAUGH,
Assistant Director of Law and Governance,
Civic Centre,
SUNDERLAND.

28th June 2023

Item 2

At a meeting of the CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE held in COMMITTEE ROOM 1, CITY HALL on THURSDAY 30th MARCH 2023 at 5.30 p.m.

Present:-

Councillor Mason-Gage in the Chair

Councillors Burrell, Crosby, PWL Gibson, Guy, S. Johnston, Samuels, P. Smith, and Tye.

Also in attendance:-

Ms Jill Colbert, Director of Children's Services and Chief Executive, TfC

Mr Jim Diamond, Scrutiny Officer, Smart Cities & Enabling Services.

Mr Simon Marshall, Director of Education, TfC.

Mr. David Noon, Principal Governance Services Officer, Smart Cities & Enabling Services.

Ms Gillian Robinson, Scrutiny and Members' Support Co-ordinator, Smart Cities & Enabling Services.

Ms Jane Wheeler, Early Help Service Manager, Prevention and Innovation TfC

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Cllrs Johnston, McKeith and Samuels.

Minutes of the last meeting of the Children, Education and Skills Scrutiny Committee held on 3rd March 2023

1. RESOLVED that the minutes of the last meeting of the Committee held on 3rd March 2023 be confirmed as a correct record.

Declarations of Interest (including Whipping Declarations)

Councillor Guy made an open declaration, as a co-opted Governor of the Virtual School, in respect of Items 4 and 5 on the agenda (Measures to Reduce Young People Who Are Not in Employment, Education or Training. – Update on Training and Apprenticeship Access for Care Experienced Young People and Measures to Reduce the Number of Neet Cared for Young People in Sunderland).

Measures to Reduce Young People who are Not In Employment, Education Or Training

Ms Jane Wheeler, Early Help Service Manager, Prevention and Innovation, Together for Children, presented a report (copy circulated) which updated members of the Children, Education and Skills Scrutiny Committee on the measures taken by

Together for Children's Prevention and Aspiration Team to reduce the number of young people not in employment, education or training.

(for copy report – see original minutes)

The Committee was informed of the activities undertaken by TfC's Careers and NEET Service to reduce the number of NEET young people including:-

- Responding to referrals received directly from young people, parents and organisations for careers Information, Advice and Guidance
- Targeting careers and NEET referrals for those at risk of becoming NEET through data from TfC performance team and schools
- Careers advisers support provided to the Wear Here 4 You prevention bus sessions in schools and the community.
- Work in partnership with other Together for Children teams including the Virtual School, Youth Offending Service and Next Steps.
- Work in partnership with Educational Establishments, providers and careers provision
- Directly delivering drop-in information sessions to young people in schools, colleges, community venues and on-line.
- Directly delivering drop-in information sessions on apprenticeships throughout the year during apprenticeship week and mailout to all NEET young people to invite them to local sessions.
- Supporting national campaigns such as National Apprenticeship and National Careers Week via social media platforms and community events.
- Joint work with Sunderland City Network Partnership (Beacon of Light Jan 2023) to support Careers and promote to Year 11 and NEET young people
- Data sharing agreements established with EET providers including Colleges, Sixth Forms, Training and Apprenticeship providers
- Worked with local business such as Ocado and Howdens to provide opportunities to some of our most vulnerable young people such as young people who are Care Experienced.
- the direct employment by TfC of a number of care experience young people on apprenticeships and permanent roles within the services.

In conclusion the Committee's attention was drawn to section 9 of the report which contained case studies illustrating the practical application of the measures to support young people.

The Chair thanked Ms Wheeler for her report and invited questions and comments from Members.

Councillor P. Smith stated that she was aware that nationally there were now thousands of young people being educated from home and asked how many had taken this route in Sunderland? In response, Ms Wheeler advised that the current figure was 320. This represented an increase of 49% on the previous year's figure. The majority of the young people undertaking elective home education were year 10 and 11 pupils.

Councillor Crosby expressed surprise at the success of the data collection exercises and asked if people had been reluctant to share information. Ms Wheeler advised that there had been no lack of cooperation and people were happy to engage.

In response in an enquiry from Councillor Gibson, Ms Wheeler confirmed that she would provide the Committee with the national and regional comparative performance data once it was available. Councillor Gibson referred to the new North East Devolution deal and asked if this would help in dealing with the issue at a regional level. Mr Marshall advised that it would not harm, however any impact was likely to be minimal as the relationships at a regional level were already very good. Ms Colbert advised that the issue was not a defined part of the Deal. In conclusion Councillor Gibson expressed concern that the parents of children who were electively home educated did not always take up the offer of high-quality careers advice and guidance from the Careers and NEET service.

Mrs Blakely added that she believed that children needed to be with other children and that electively home educated pupils missed out on that peer support.

In terms of career advice, Councillor Burrell asked how secondary schools in Sunderland approached the issue. Ms Wheeler advised that some schools trained up their own staff as careers advisers and others bought in the service from providers such as CareerWave.

Councillor Dunn welcomed the report. With regard to elective home education, he asked what would happen if the young person wanted to remain in mainstream education, but the child's parents wanted to educate from home? The Committee was advised that in such cases the wishes of the parent would take priority. In response to a further enquiry from Councillor Dunn, Ms Wheeler advised that she would provide a break down of the 4.8% as detailed in Figure 2 of the report (% of young people who are NEET or who activity is not known in Sunderland - ac yr 12-13).

Councillor Guy believed it was a really positive report given he was not certain that in the past good careers advice and guidance was always there. He welcomed the work and persistence of the Careers and NEET service in tracking young people, he noted that as an example he was now in his 3rd Local Authority and could have been lost to the data otherwise. In response to an enquiry from Councillor Guy regarding the operation of the service, Ms Wheeler advised that the service was specifically targeted. It would sit down and talk with the young person, draw up profiles, develop options, prepare for interventions, find funding for interventions and take a young person to visit colleges etc. In essence the team would do whatever that young person required help in doing. Ms Colbert advised that the eight Gatsby Benchmarks of Good Career Guidance would be followed in each case.

In response to a further enquiry from Councillor Guy regarding the work experience offer, Mr Marshall advised that this was an area in which TfC wanted to do more for its young people. The main focus of the work centred on the potential employer rather than the child itself to ensure the work environment was safe and risk assessed. This was proving to be a challenge.

There being no further questions for Ms Wheeler, the Chairman thanked her for her attendance and it was:-

2. RESOLVED that consideration of the report be received and noted.

Update on Training and Apprenticeship Access for Care Experienced Young People and Measures to Reduce the Number of NEET Cared for Young People in Sunderland Together for Children Meaningful Measures

Mr Simon Marshall Director of Education, TfC, presented a report of the Director Children's Services (copy circulated) which updated the Committee on current training and apprenticeship access for care experienced young people, (including Virtual School's support), to reduce the number of NEET cared for young people.

(for copy report – see original minutes)

Mr Marshall presented the report advising that the type of information it contained was regularly reported to the Corporate Parenting Board. The Committee was informed that all the measures taken to reduce the number of NEET cared for young people put the young person first and worked backwards from there. The work was all about personalisation, challenge and occasionally pushing the young person. A number of years ago an employer had offered 10 apprenticeship places to the Authority's cared for young persons. On the start date only 3 turned up. The Council undertook a review to find out why. The reasons the young people gave included they didn't have good clothes to wear and they didn't know how to get there. As a result the current support system was put in place. It was a steep learning curve. The work of the team was extremely intensive, included knocking on doors and it required having the right people in place to do it.

The challenge facing TfC was how such intensive support could continue to be financed once the current grant funding ceased. Succession planning was also vitally important. The Team currently had two or three brilliant members of staff. What would happen if they left tomorrow?

Mr Marshall referred to the figures detailed in paragraph 3.2 and advised the 18 NEET cared for young people, comprised 5 unaccompanied young person asylum seekers all of whom had no English (the situation was exacerbated by a shortage of teachers specialising in English as a second language), 1 young person who was missing and 1 young person who was pregnant and wanted to focus on the child. The remainder of the cohort presented various challenges in relation to their mental and were receiving 1 to 1 support to assist them.

In conclusion Mr Marshall drew the Committee's attention to Appendices A and B containing case studies which illustrated the practical application of the measures to support young people and in particular the second case study which had resulted in some brilliant outcomes and demonstrated the importance of a focus on building relationships and ensuring everyone was on the same page.

The Chairman thanked Mr Marshall for his report and invited questions and comments from Members.

In response to an enquiry from Councillor Gibson, Mr Marshall confirmed that in cases where a young person had been identified as at risk of becoming NEET, the virtual school would engage with pastoral staff in the particular secondary school. In addition, Mr Marshall confirmed that the virtual school would hold a school to account in respect of the personal support detailed in the young person's Personal Education Plan.

In response to an enquiry from Councillor Crosby, Mr Marshall advised that the R.A.G. ratings reflected the Red, Amber and Green of traffic signals and were used to provide a quick illustration of the status of particular indicators.

Councillor Guy referred to post 16 guidance in Residential Homes and asked if there was a qualified person in each home to provide this? Ms Colbert replied that there wasn't and that the accountability for this sat with the Virtual School. Ms Wheeler advised that there was a member of staff within TfC's Careers and NEET Service who maintained links with the homes.

Councillor Guy referred to the issue of Unaccompanied Young Person Asylum Seekers and a previous conversation regarding good practice around this in East Durham. He asked if it was possible to work with students at the University to provide links with the young people. In reply, Ms Colbert informed the Committee that as a part of World Social Work Day, TfC had provided an example of the work it had undertaken with a young person from Afghanistan. He had been teamed him up with a mentor from the University who had introduced him to his host home in Newcastle and to the Muslim Community in Sunderland. Mr Marshall explained that the issue was a challenge for TfC as it received no grant funding and relied heavily on the voluntary sector.

In response to a further enquiry from Councillor Guy regarding placements, Ms Colbert advised that there was no overall strategy and it was based on the different relationships with employers generated through TfC. Mr Marshall confirmed that the attitude within TfC was to build relationships with employers that were trusted.

Regarding an enquiry from Councillor Guy on the possibility of ring-fencing positions within the Council for Care Experienced young people, Ms Colbert advised that there was an overall piece of work being done on apprenticeships within the Authority. In addition, the Regional Care Experienced Board was investigating the barriers to employment faced by Care Experienced young people in terms of poverty, transport and functional skills.

Councillor Gibson commented that report reflected the impressive progress being made, however the fact that 20% of Cared for Children had become NEET in 2022/23 compared to 4.8% of the overall school population showed the size of the challenge being faced.

There being no further questions or comments, the Chairman thanked Mr Marshall for his attendance, and it was:-

3. RESOLVED that the report be received and noted.

Annual Report

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) seeking Members approval of their annual report as part of the overall scrutiny annual report 2022/23 prior to its presentation to Council.

(for copy report – see original minutes)

Mr Diamond presented the report and advised the Committee that as in previous years, the annual report would be a single combined report of all four scrutiny committees. The Report would outline the development in the scrutiny function and provide a snapshot of its work undertaken during the last 12 months. Subject to any comments from Members, the Education and Skills Scrutiny Committee report would be included in the Scrutiny Annual Report and presented to a forthcoming meeting of the Council.

There being no questions or comments, it was:-

4. RESOLVED that the report be approved for inclusion in the Scrutiny Annual Report 2022/2023.

Annual Work Programme 2022/23

The Scrutiny and Members' Support Coordinator submitted a report (copy circulated) which briefed members on the development of the Committee's work programme for the municipal year 2022/23 and appended a copy of the programme for Members' consideration.

(for copy report – see original minutes)

Mr Diamond, Scrutiny Officer presented the report and provided the Committee with a final position statement for the 2022/23 municipal year. The Chairman took the opportunity to thank the Committee for their work stating that she appreciated everyone's useful and constructive contributions in what had been a really positive year for the Committee.

5. RESOLVED that the report be received and noted.

Notice of Key Decisions

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) which provided Members with an opportunity to consider those items on the Executive's Notice of Key Decisions for the 28 day period from the 15th March, 2023.

(for copy report – see original minutes)

The Committee was advised that if Members had any issues to raise or required further detail on any of the items included in the notice, (that were within the purview of the Committee), they should contact Mr Diamond, Scrutiny Officer for initial assistance.

In response to an enquiry from Councillor Smith regarding item 230213/783 – ('To make a decision relating to an exchange of land to facilitate the rebuild of St Patrick's RC Primary School), Mr Marshall advised that details of the proposals could be obtained from Alan Rowan and confirmed that the rebuild would be carried out on a new site.

6. RESOLVED that the Notice of Key Decisions be received and noted.

There being no further items of business, the Chairman closed the meeting having thanked members and officers for their attendance and contributions.

(Signed) K. MASON-GAGE,
Chairman.

Item 4

CHILDREN EDUCATION AND SKILLS SCRUTINY COMMITTEE 6 JULY 2023

NORTH EAST PATHFINDER - FOSTER NORTH EAST

REPORT OF THE DIRECTOR OF CHILDREN'S SOCIAL CARE

1. Purpose of the Report

- 1.1 To provide the Committee with a report on the current position in relation to the North East Pathfinder – Foster North East.

2. Background

- 2.1 In setting its work programme for the year, the Committee agreed to receive updates on children's social care services and issues relating to fostering in the city.

3 Current Position

- 3.1 In response to the Independent Review of Children's Social Care, the government published Stable Homes, Built on Love. This paper contains a commitment to deliver a regionally focused programme for fostering recruitment and retention, and in the first instance, running this in the North East.

- 3.2 The North East Pathfinder project has three components that together create a holistic package of intervention to boost foster carer numbers:

- Regional Support Hub
- Regional Foster Carer Recruitment Campaign
- Retention Support

- 3.3 Together for Children are leading the Pathfinder Project in the region.

- 3.4 Majella McCarthy (Director of Children's Social Care) will provide a presentation at the meeting.

4. Recommendation

- 4.1 The Committee is recommended to consider and comment on the report and presentation.

**CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE
6 JULY 2023**

TOGETHER FOR CHILDREN – CUSTOMER FEEDBACK ANNUAL REPORT

REPORT OF THE DIRECTOR OF CHILDREN’S SERVICES

1. Purpose of the Report

- 1.1 To consider the Together for Children Customer Feedback Annual Report for the year 2022 - 2023.

2. Background

- 2.1 Together for Children is committed to listening to those who use its services, and learning from compliments, complaints and feedback in order to improve those services.
- 2.2 The Customer Annual Feedback report provides an overview of customer feedback received throughout the year, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.

3 Recommendation

- 3.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding the feedback report.

Together for Children Customer Feedback Annual Report 2022-2023



HIGHLIGHT SUMMARY 2022/23

What are our key achievements?

- We have received 189 compliments this year from children, young people, families, and professionals.
- We successfully helped 169 customers to receive satisfactory resolutions to their issues or concerns informally, without having to initiate a complaint.
- Overall, the number of complaints received has reduced by 14.8%.
- The number of complaint elements has reduced by 10% at stage one.
- Our refreshed complaint process is improving the customer experience and resolving concerns more quickly.

What are our areas of focus for 2022/23?

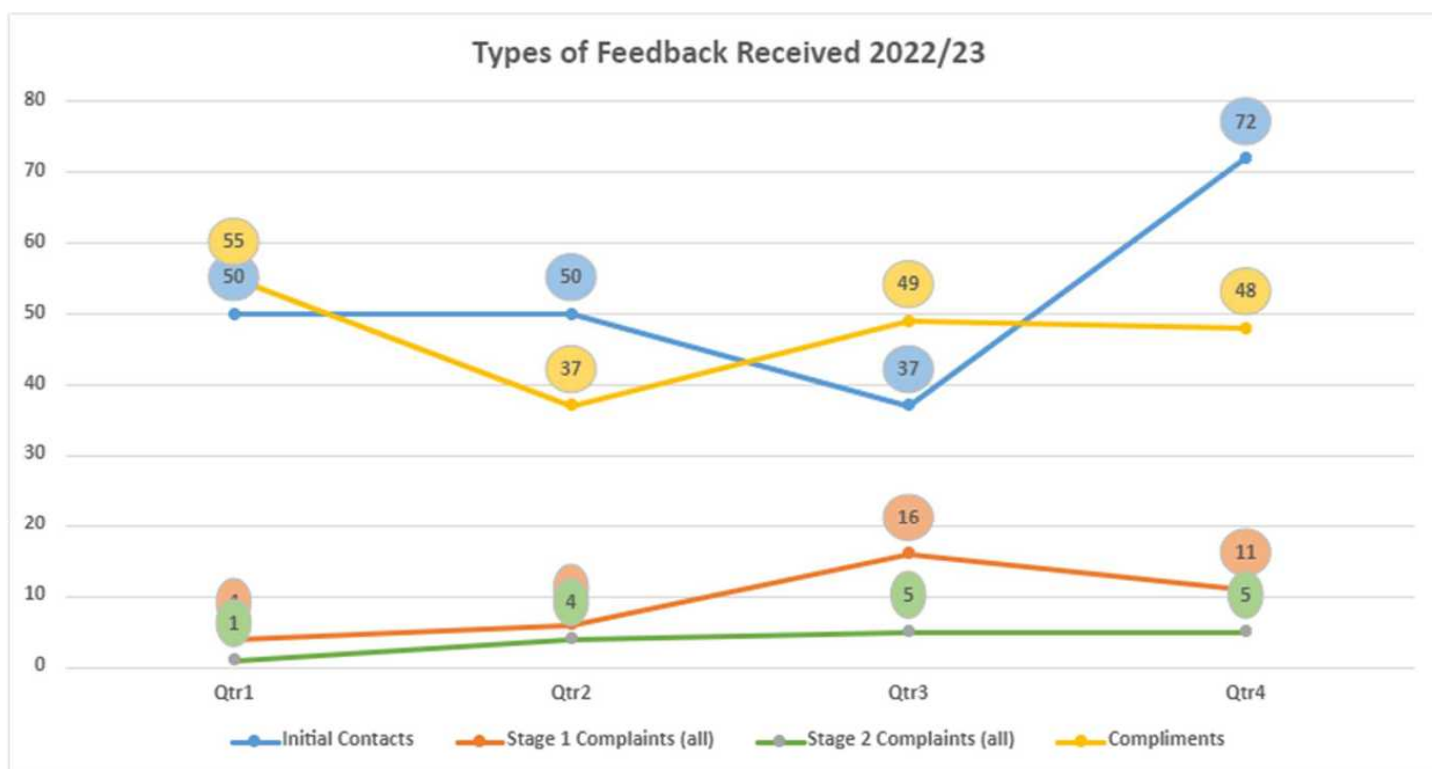
- Continue to focus on the timeliness and quality of complaints.
- Train and embed the small group of appointed TfC Independent Persons for Stage two Children's Social Care Complaints to work with Gateshead and South Tyneside Local Authorities in our regional arrangement.
- Implement the Apteon Respond complaints management system from May 2023 that will improve recording and provide greater analysis and insight through reporting.

1. PURPOSE OF THE ANNUAL REPORT

1.1. This report covers the period 1st April 2022 to 31st March 2023. Together for Children (TfC) welcomes all forms of feedback as a way of improving service delivery to children, young people, and families. The report provides an overview of customer feedback received throughout the year, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.

2. SUMMARY OF FEEDBACK

2.1. The Customer Feedback Team are responsible for receiving, recording, and responding to feedback received from children, young people and families regarding services delivered by Together for Children. The following graph shows the different types of feedback received in each quarter in 2022/23.



2.2. In addition to the above types of feedback, the Chief Executive, and Director of Children’s Services receives Member Enquiries. In 2022/23, we received 53 enquiries of which 40 were responded to within timescale. Most enquiries were in relation to education queries.

3. COMPLIMENTS

3.1. In 2022/23, we received 189 compliments from children and young people, parents and other family members, foster carers, external professionals, and staff within TfC. Compliments are communicated to workers and management structures of the relevant teams and is used to congratulate workers and teams and to inform service developments and best practice. Compliments are also shared more widely with the Senior Management Team and Communications Lead, so all staff can be recognised for their dedication and hard work. Below are some examples of the compliments we have received in 2022/23:

- **Adoption**
‘I just wanted to share feedback from Adoptive parents. They told me how amazing, brilliant and supportive X was during introductions and after. They wanted to let you both know how without her

support; they would have struggled during introductions and after Y was placed. They both sang X's praises and wanted to thank her for her ongoing support.'

- **Assessment Teams**

'I just wanted to say a big thank with all your support with X throughout your time working with us. There is still a long road ahead but hopefully all will fall into place.'

- **Careers and NEET**

'Thanks for all your amazing hard work with all our students, I haven't come across anyone who is more tenacious and hardworking when it comes to ensuring all young people in your care have a positive destination.'

- **Children's Homes**

'I would just like to say thank you for yesterday, X was terrified, and you made her feel relaxed and wanted. She was extremely grateful that you are going to move her in on Saturday and she couldn't believe how lovely Burlington Close was and that the flat was "going to be all hers". It must be a horrible feeling when nobody wants you, but she left your office yesterday happy and no longer worried.'

- **Children with Disabilities Team**

'A huge thank you from a parent for very well written assessment - in his feedback Dad has stated he was brought to tears in how 'beautifully written' X assessment was and said that in his job role as a teacher, he reads and writes but has never come across anything like this before.'

- **Child Protection Teams**

'I would like to thank social worker X for the invaluable help given to my precious daughter. Fortunately, despite a traumatic journey, it has concluded as a positive outcome. I firmly believe, it may have been a different outcome if X had not been allocated. Through her expertise and her belief in myself and my family, Y's mental health would have deteriorated further. Her approach from day one was so supportive. She listened to Y and always put her needs first. If other professionals became heavy handed, she was Y's advocate and stood firm with them. As time went by Y became trusting of professionals again and opened up to being helped. This was the turning point for her, and she became her happy self. I have my daughter back, for this, I am eternally grateful. Thank you for making a difference.'

- **Customer Feedback Team**

'I have found your organisation to be fantastic at dealing with complaints so professionally.'

- **Early Help Team**

'Just a massive thank you to X for being there from day one, all the calls when I needed a cry, fighting my corner with everyone and all the advice even if I went back a million times. I always knew I'd leave, just didn't know how or if I was ready to. It meant so much knowing she was always there when I felt like I had nowhere to turn.'

- **Fostering**

'It was agreed at panel today that I should write regarding the foster carers in the matching matter. Panel were in agreement that the foster carers report was one of the best we have read. It painted a wonderful picture as to how the children have developed while in their care from when they were first placed with them. It was much appreciated that X attended the panel to give more information about the children and her support for the couple as proposed adopters was of great assistance. Panel and myself express our thanks to X for the help she gave to us.'

'Mockingbird has helped me so much with my confidence and trust. X and Y made me feel really welcome from the 1st day I met them. Due to my past experience with Social Services down south I was always looked upon as being nothing but everyone in Mockingbird made me realise that I was something. They

made me feel part of a family, they didn't judge my past mistakes, they have given me a chance that nobody else did and from this my relationship with my son and his foster parents is the best it's ever been.'

- **ICRT**

'I would like to give positive feedback about X and her manager. They have gone out of their way to help and support me the past few days. I want them to know that I am grateful and that they are doing a lot to help me and I want them to be recognised for this.'

- **Children's Independent Reviewing Team (CIRT)**

'I just wanted to share with you long overdue praise for X. I was on a visit last night and observed a lovely relationship between the young people and X. She was warm, respectful and gave her full attention to the needs of the children. I have also worked on a couple of other cases with X and find her very approachable and lovely to work with, always being professional with the professionals, carers and children alike. I hope to continue to have many more cases with her.'

- **Next Steps**

'I just wanted to say thanks for the time you have spent with X one of our NQSWs from Coalfields. She spoke about how much she has learnt about the age assessment process and how kind you have been to her, it was lovely to hear her speak so positively about the experience and support of colleagues outside of her team.'

- **Performance**

'What a fantastic support X has and continues to be to me. What she doesn't know about spreadsheets is not worth knowing! Her approachable and kind manner has been so helpful to me and it is much appreciated.'

- **Permanence Teams**

'I would love to thank my social worker X as she has been so amazing and supportive. I couldn't ask for a better social worker. Thank you so much from me, Y and the kids, you have supported us so much.'

- **Pre-Birth Team**

'X and Y spoke at length about what a positive experience they have had with Together for Children and the support they have received from ATM and SW has been 'incredible!' They shared that they have been made to feel at ease, always kept in the loop and they even commented on how progressive, and child focused TFC's language and approach is overall. They said they completed their assessment and training with Cumbria and they have given written feedback to Cumbria in that they should model their practice on TFC's! X and Y have felt so supported and assured by the care planning for Z that if they were to ever adopt again, they would wish for this to be with TFC.'

- **SEND Team**

'I want X to know that I appreciate how challenging it was for her to find a suitable alternative provision regarding Y's education. I would like her to know that her tenacity and thinking outside of the box is noted and highly valued by myself. Y is thriving in his attendance with 'Outdoor Ambition.' He loves it and the staff are excellent in the way they manage and support him. This has led to Y's improved engagement with TFC and in him making steady progress in his day-to-day life skills.'

- **Targeted Youth Services**

'I just want to pass on my thanks to X and Y. I feel the joint operation went really well and feel the staff fully engaged with the local youths and offered advice around Wear Kids and the summer activities that are available. The patrols were carried out around the main ASB hotspot areas and a number of residents said they saw us during these patrols. The local youths fully engaged with all of us and wanted to ask us questions which was brilliant to see. I personally feel this would be something to maybe look at exploring again in the future.'

4. INITIAL CONTACTS

4.1. Initial contacts presented by customers can be queries, concerns, information requests or issues that require a resolution. Whilst customers are provided with information about the complaints process and their rights to complain, we aim to achieve informal resolution at the earliest opportunity, in the best interests of customers for an improved customer experience. The table below shows the initial contact data for each quarter:

Initial Contacts	Q1 (Apr – Jun)	Q2 (Jul – Sep)	Q3 (Oct – Dec)	Q4 (Jan – Mar)	Total 2022/23	
Number Received	50	50	37	72	209	
Number Escalated to Stage 1	4	6	16	11	37	17.7%

4.2. In 2022/23 we received 209 initial contacts. Through responding to issues or concerns at the outset, we have helped 169 of our customers to receive satisfactory resolutions informally with just 37 (17.7%) initial contacts escalating to a formal stage one complaint.

An example of an initial contact:

A mother was unhappy with the level of communication and updates received regarding her child's EHCP plan and was wanting to the service to confirm the name of the school that her child would be attending. The case worker and manager from the SEND service arranged a time to speak to the parent and explained the reason for the delay and confirmed the school that her child would be attending. The manager apologised for the delay and any upset caused. The parent accepted the response and did not wish to pursue a formal complaint.

5. COMPLAINTS PROCESS

5.1. **Children's Social Care Complaints** - follows statutory guidance and is a 3-stage process as follows:

- **Stage One** – the initial stage of the process is investigated by an Officer in the Customer Feedback Team. It is hoped a local resolution can be achieved within 10 working days, however an extension of up to 20 working days can be requested for more complex cases.
- **Stage Two** – on receipt of the response to their stage one complaint, customers have 20 working days to request their complaint is progressed to stage two if they are unhappy with the initial outcome. At this stage, an Investigating Officer will be appointed to investigate the complaint and an Independent Person who will be involved in all aspects of consideration of the complaint. The investigation can take between 25-65 working days to complete.
- **Stage Three** – if the customer remains unhappy with the outcome of the stage two complaint, they have 20 working days to request their complaint is progressed to stage three. The review should take place within 30 days of the request. At stage three, a review panel will be appointed to review the complaint. This will consist of three independent people who will make recommendations to the Director of Children's Services.

5.2. If the customer remains unhappy, they can raise their complaint with the Local Government and Social Care Ombudsman.

5.3. **Corporate Complaints** - any complaints that do not relate to Statutory Children's Services, are handled under the corporate complaints procedure which consists of the following two formal stages.

- **Stage One** – the initial stage of the process is investigated by an Officer in the Customer Feedback Team. It is hoped a local resolution can be achieved within 10 working days; however, an extension can be requested for more complex cases.

- **Stage Two** – on receipt of the response to their stage one complaint, customers have 20 working days to request their complaint is progressed to stage two if they are unhappy with the initial outcome. At this stage, an Investigating Officer will be appointed to investigate the complaint within 25 working days; however, an extension can be requested for more complex cases.

5.4. If the customer remains unhappy, they can raise their complaint with the Local Government and Social Care Ombudsman.

6. COMPLAINTS RECEIVED

6.1. The table below shows the number of complaints we received under the Children’s Social Care and Corporate Complaints Policies, at each stage of the process.

	Q1 (Apr-Jun)		Q2 (Jul-Sep)		Q3 (Oct-Dec)		Q4 (Jan-Mar)		Totals	
	Social Care	Corporate	Social Care	Corporate	Social Care	Corporate	Social Care	Corporate	2022/23	
Stage 1	1	3	5	1	6	10	4	7	37	-5
Stage 2	0	1	2	2	3	2	1	4	15	-1
Stage 3	0	N/A	0	N/A	0	N/A	0	N/A	0	-3
Totals	1	4	7	3	9	12	5	11	52	-9
	-14	+2	-1	-1	-5	+10	-7	+7		

6.2. **Overall total** - in 2022/23 we received 52 complaints compared with 61 in 2021/22 which shows a decrease of 14.8%.

6.3. **Stage one complaints** - in 2022/23 we received 5 fewer stage one complaints. Of those there was a reduction of 52.9% relating to children’s social complaints and 162.5% increase relating to corporate complaints.

6.4. **Stage two complaints** - We received 6 children’s social care stage two complaints compared with 12 in the previous year, of which none progressed to stage three (compared with 3 in 2021/22). 9 of the corporate complaints progressed to stage two compared with 4 the year before.

Number of Complaints by Young People:

6.5. 1 complaint was received by a young person which is a decrease of 1 compared to the previous year.

6.6. Whilst we do not receive many formal complaints from children and young people, Tfc collects regular feedback from children, young people, and their families about the services they are accessing. In addition, the Mind of My Own One and Express Tools allows young people accessing assessment, planning and intervention to share their views or concerns. In 2023/24 the Customer Feedback Team will provide an overview of this feedback within the Annual Report. All feedback is considered by the relevant services.

7. STAGE ONE COMPLAINTS

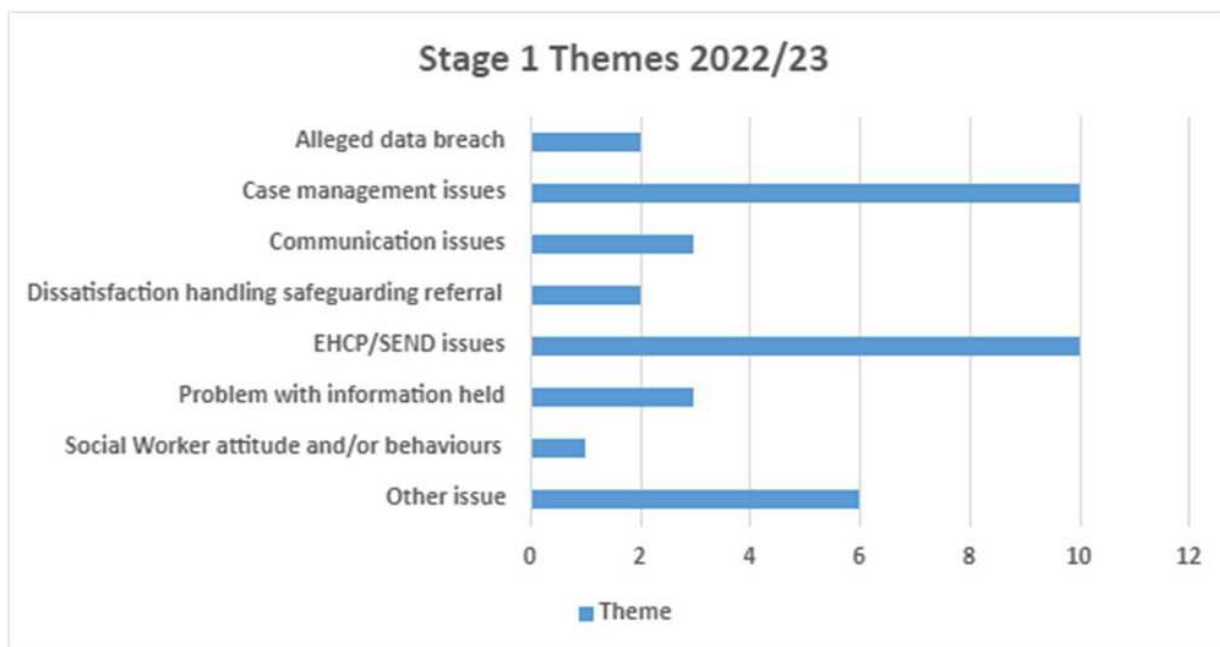
7.1. The table below shows the percentage of stage one complaints received by service area.

Team	Total 22/23	Total 22/23
SEND Team	12	32.4%
Child Protection Teams	6	16.2%
Assessment Teams	4	10.8%
Connected Carers	4	10.8%
Children with Disabilities Team	3	8.1%
Permanence Teams	3	8.1%
Next Steps	2	5.4%
Pre-Birth Team	1	2.7%
CIRT	1	2.7%
Supported Lodgings	1	2.7%
TOTAL	37	100.0%

7.2. 32.4% of stage one complaints received in 2022/23 relate to the SEND Team. This equates to increase from 4 in the previous year to 12 in 2022/23. 16.2% of stage one complaints received relate to the Child Protection Teams but there has been a decrease in the number of complaints from 10 to 6 when compared with the previous year.

Themes:

7.3. The main themes of the complaints completed at Stage One in 2022/23 are shown in the chart below:



7.4. Complaints relating to case management (sufficiency of support and decision making) together with complaints linked to EHCP/SEND issues make up the top two themes in 2022/23.

Timeliness of Response to Stage One Complaints:

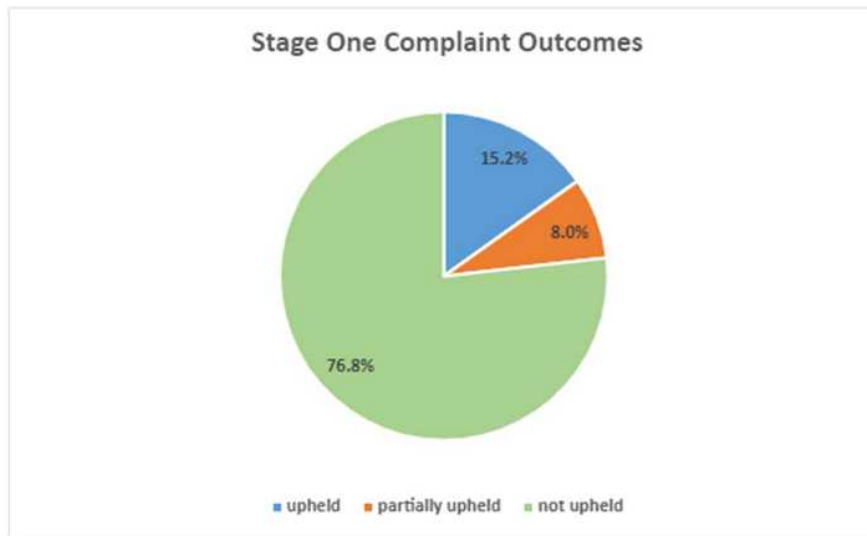
7.5. The timeliness of stage one complaints has fluctuated over the year but overall there has been a slight increase from 71% in the previous year to 75% in 2022/23. The Customer Feedback Team aim to resolve concerns at the

earliest stage for customers by providing a greater focus on customer conciliation and mediation, e.g., offering opportunities for customers to meet with workers and managers so they can listen, discuss, and resolve their issues rather than moving to the lengthier stage two process (where this is possible). Whilst this increases customer satisfaction, consequently it can take some complaints at stage one out of timescale.

% Of all stage 1 complaints responded to in timescale	Q1	Q2	Q3	Q4	YTD
	25%	100%	87.5%	60%	75%

Stage One Complaint Outcomes:

7.6. There were 112 elements of complaint identified within stage one complaints that concluded in 2022/23, compared with 124 elements of complaint in the previous year. The outcomes of all stage one complaint elements for the year are shown below.



7.7. Most complaint elements (equating to 76.8%) were not upheld.

7.8. Of the 112 elements of complaint, only 17 elements (15.2%) were upheld, and those elements related to case management, requests for information or services, a missed visit, inaccurate information, impact of Tfc involvement and poor communication. A further 8.0% of elements were partially upheld.

An example of a stage one social care (statutory) complaint:

A complaint was received regarding an SGO payment not being made following an annual review of payments. The payment was stopped as the relevant paperwork had not been returned by the customer by the required timescale. The stage 1 complaint investigation did not find Tfc at fault as reminders were sent however the manager and investigator did recognise that the postal strikes could have impacted the timeliness of paperwork. For this reason, the Manager contacted the customer to confirm the paperwork had been received and explained the next steps whereby the payments would be backdated, and a letter would be sent to confirm the payments. The customer was satisfied with the response and did not wish to escalate their complaint to stage two.

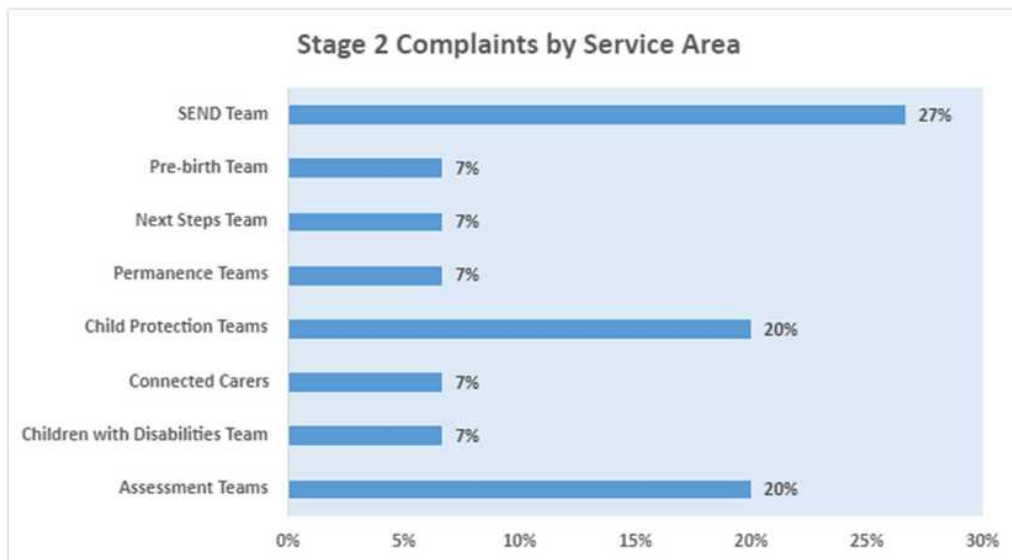
A second example of a stage one social care (statutory) complaint:

A complaint was received from a parent regarding inaccuracies in a report that described worries about their behaviours. The investigator found the complaint to be partially upheld as whilst it was essential that worries regarding the behaviours were documented and discussed, it was not 100% clear in the document that the behaviours related to allegations only. As a remedy, the Service Manager spoke with the parent and agreed to upload an email encompassing their views to the case management system and agreed to reinforce the message and learning within her teams about the importance of recording accurate reflections around allegations.

8. STAGE TWO COMPLAINTS

8.1. Overall, the number of stage two complaints completed has decreased by 1 when compared to last year, however the number of stage two elements investigated this year has significantly reduced by 54% suggesting learning and improvement actions are having a positive impact for our customers.

8.2. The chart below shows the number of all stage two complaints received by service area.



8.3. Of the 15 stage two complaints received, 27% related to the SEND Team, 20% to the Assessment Teams, and 20% to Child Protection Teams.

8.4. The top themes for stage two complaints related to case management and decision making and EHCP/SEND issues. For example, how information has been shared, timeliness of EHCP plans, accuracy of information, provision of education provision identified in EHCP, disagreement with alleged accusations, timeliness of assessments, decisions not to return child to parents, not agreeing with social worker involvement etc.

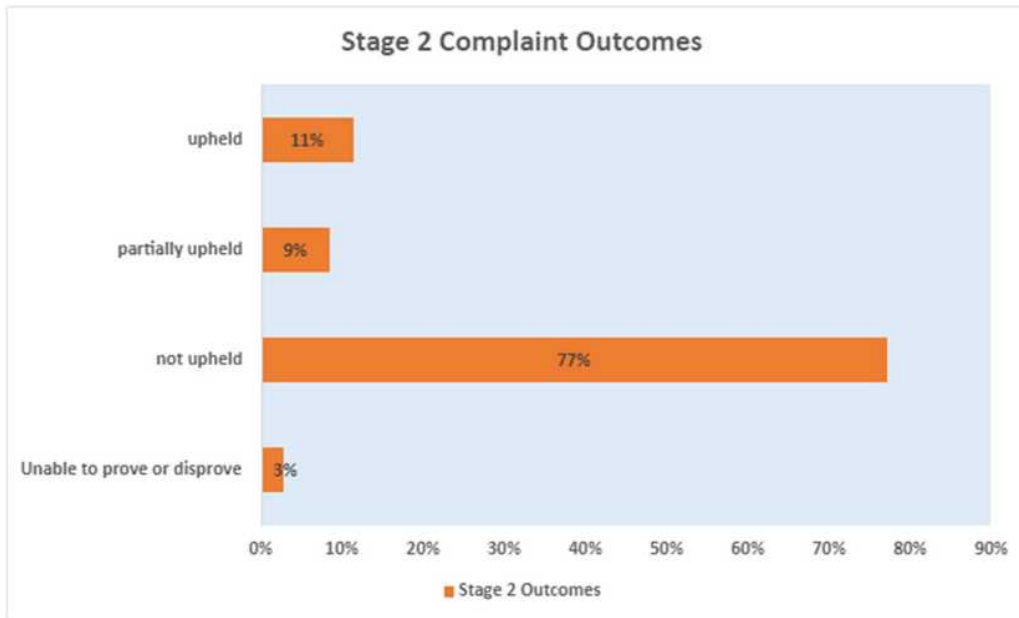
Timeliness of Response to Stage Two Complaints:

8.5. In 2022/23, 18 complaints concluded (*figures differ to numbers received, as there were complaints open at the start of the year from 2021/22 and complaints that remain open moving into 2022-23*). 11 of the stage two complaints related to children’s social care and 7 were corporate complaints. 14 of the stage two complaints were completed within the 65 working-day timescale (78%). This is a significant improvement compared with 2021/22 where 9 (64%) of stage 2 complaints were completed in timescale.

8.6. The average days taken for investigation and adjudication of the complaints was 67 working days: down from an average of 87 working days in 2021/22. Whilst progress has been made, this will continue to be an area of focus for the Customer Feedback Team in 2023/24.

Stage Two Complaint Outcomes

8.7. There were 70 elements of complaint identified within all stage two complaints that concluded in 2022/23. The outcomes of stage two complaint elements for the year are shown below.



8.8. At stage two, most complaint elements equating to 77% were not upheld and a further 3% were unable to prove or disprove. 9% of elements were partially upheld and 11% were upheld. The main subject areas of elements upheld at stages two are as follows:

- Confidentiality linked to sharing information with young person
- Social worker speaking inappropriately about a parent
- Not providing a final EHCP within timescale
- Actions taken following a safeguarding concern
- Not processing Parent Carer Assessment within timescale
- Not adequately preparing Foster Carers
- Not advising parents of child missing from foster home
- Inadequate support during foster to adopt process

8.9. In comparison to previous years, there are fewer subject areas at stages two due to the significant reduction in complaint elements this year. Although the numbers are much lower to draw out definitive themes for improvement, the upheld elements are reviewed by relevant senior management teams. The Customer Feedback Team identifies any reoccurring complaint elements and feeds this back to managers through regular reporting.

An example of a stage two corporate complaint:

A parent complained about the delays to the completion of her child’s EHCP plan which she felt led to a delay in providing an appropriate level of education for her child. The Investigating Officer upheld the complaint relating to the timeliness of the EHCP as the delay was extensive, partly due to the school holidays. Whilst this delay did impact the timescale for alternative education provision, the Investigator found that appropriate temporary provision was provided in the current school setting whilst a change in school was being arranged. Therefore, the second element of complaint was not upheld. The Service Manager apologised to the parent for the delays to the EHCP plan and offered a payment of £500 for the time and trouble in raising her complaint.

9. OMBUDSMAN REFERRALS

9.1. There have been 14 complaints highlighted to the Customer Feedback Team by the Local Government Ombudsman so far this year; 1 was upheld, 11 were closed after initial enquiries, and 2 are in progress at the investigation stage.

10. COST OF COMPLAINTS

- 10.1. The total cost of investigating claims this year was £7,197.50 compared to £16,415 in the previous year. As per the new complaints process, all stage two investigations (where possible) are undertaken by TfC Investigating Officers rather than using external allocations, resulting in a significant saving. The costs therefore relate to the external recruitment of Independent Persons who work alongside the Investigating Officers in line with statutory guidance.
- 10.2. The compensation costs paid in relation to upheld complaints this year is £1,200 compared with £28,415 last year. The £1,200 relates to a SEND complaint.

11. PERSISTENT & UNREASONABLE COMPLAINANT BEHAVIOUR

- 11.1. The Customer Feedback Manager wrote to three customers this year regarding the content and frequency of their communications to our services. The matters did not escalate further.

12. LEARNING AND IMPROVEMENT

- 12.1. We continue to drive improvement from learning from the complaints and compliments raised. An action plan is maintained by the Customer Feedback Team which includes actions and recommendations from stage two investigations and stage three panels. The action plan is closely monitored by the team. Reminders are sent to managers with responsibility for the recommendations each month and reported into Senior Management Team meetings to ensure that the learning is shared across the whole service. Below are some examples of the recommendations undertaken this year:
- The importance of workers being transparent about the process in Foster to Adopt arrangements was reinforced across relevant teams.
 - Practice standards were updated to include workers seeking agreement with families regarding the best way to communicate sensitive information recognising this will be different for each family.
 - A reminder was sent to workers regarding the method of recording telephone calls within the case management system, and it was reinforced in the all-staff communications meeting and within the standard case management training.
 - Further training was arranged on the assessment guidelines, exploring strengths and safety within a family to manage and reduce harm.
 - Team Manager of EDT provided reminders to the team about contacting those with Parental Responsibility of any changes, should those changes occur during the times that EDT have responsibility for the child or young person.
 - A review was undertaken between the Fostering Team and Children's Social Care Teams, regarding the standards of information required to ensure that Foster Carers have all the relevant information to provide care from the start of the child or young person being in their care. The findings and recommendations were reported and implemented.
 - The Principal Social Worker, shared with staff, information from Community Care Inform about alienating behaviours. Training was also provided by colleagues within Legal Services in relation to this issue in the context of Private Law Proceedings.
 - A programme of mandatory training, regarding GDPR, was rolled out to all staff within TfC. Staff will be required to undertake GDPR training on an annual basis which will be monitored by Senior Management Teams.
 - A meeting was arranged with a young person to discuss who he wanted at his Cared for Meeting going forward and a process was put in place to ensure his advocate was provided with dates and times of meetings as early as possible to ensure attendance.
 - All recommendations from stage two adjudications are shared with all staff during monthly face-to-face meetings. Written notes are also taken by a minute taker and circulated across the service, so that those who cannot attend are also updated.

- 12.2. We have seen positive impacts from implementing recommendations identified following Stage two complaints through continued reductions in complaint numbers at stage one, a significant reduction in the number of complaint elements at all stages and a reduction in the reoccurring themes from last year.
- 12.3. We have continued to work with services to improve timeliness and responding more proactively to customer concerns. Although there is still work to do to continue to improve timeliness, we have received positive feedback from customers confirming that concerns are being resolved at an earlier stage and therefore customers are not having to proceed through the lengthier stages unnecessarily.
- 12.4. The Customer Feedback Team will continue to proactively work with services to analyse arising themes to identify learning and improvement opportunities. The Customer Feedback Team is also focused on developing skills with its team and each member of the team has attended training in 2022 including the LGO Effective Complaints Handling training in July and a 3-day Complaints Handling and Investigations training to achieve a BTEC Level 5 qualification in June 2022.
- 12.5. We continue to be part of a local arrangement for the recruitment of Independent Persons (IPs) for Stage two Children's Social Care complaints, working with Gateshead and South Tyneside local authorities. As a result of this arrangement, we are seeing a reduced delay in instigating the investigation process through a quicker appointment process. We have recruited our own small pool of IPs who can undertake the IP role in Gateshead and South Tyneside authorities where workers will be able to see practice in neighbouring authorities and add to their experience, learning and knowledge.
- 12.6. The Customer Feedback Team will be implementing the Apteon Respond complaints handling management system in May 2023. This will ensure our complaints data is more accessible, can be reported more easily and will assist with workflow management within the team. The system will provide greater insight into the identification of themes and areas for learning and improvement.
- 12.7. Two new Customer Feedback Officers joined the team in May 2022 to further strengthen our resources dedicated in the early initial contact stage and to ensure our Stage 1 complaint responses are robust and as timely as possible, to offer our customers the best possible service to resolve their concerns. Both Officers have thriving in their role and have brought fresh skills and knowledge to the team.

ANNUAL WORK PROGRAMME 2023/24

REPORT OF THE SCRUTINY AND MEMBERS' SUPPORT COORDINATOR

1. Purpose of the Report

- 1.1 The purpose of the report is to consider and agree a work programme for the Committee for the municipal year 2023/24.

2. Background

- 2.1 The work programme is designed to set out the key issues to be addressed by the Committee during the year and provide it with a timetable of work. The Committee itself is responsible for setting its own work programme, subject to the coordinating role of the Scrutiny Coordinating Committee.

- 2.2 To be most effective, the work programme should provide a basis and framework for the work of the Committee, while retaining sufficient flexibility to respond to any important issues that emerge during the course of the year. The work programme is therefore intended to be a working document that the Committee can develop and refer to throughout the year.

- 2.3 In order to ensure that the Committee is able to undertake all of its business and respond to emerging issues, there will be scope for additional meetings or visits not detailed in the work programme.

- 2.4 The remit of the Children Education and Skills Scrutiny Committee covers the following areas:-

Safeguarding and child protection; Family support and children's social care; Corporate parenting; Educational attainment and skills; Relationship with schools; Youth Services.

- 2.5 The work programme should reflect the remit of the Committee and the need to balance its responsibility for undertaking scrutiny, performance management and policy review (where necessary).

- 2.6 The work programme should also reflect and be aligned to the key priorities of the Council as set out in documents such as the City Plan and issues raised during the Committee work programme development session held on 8 June 2023.

3. DETERMINING THE SCRUTINY WORK PROGRAMME

- 3.1 Topics for inclusion in the Scrutiny Work Programme will vary from single issue items for consideration such as policy and performance reports through to regular

updates on issues where the committee have adopted a more focused monitoring role.

3.2 The table below summarises the relevant single item issues which are likely to be a regular feature of the work programme for 2023/24. The table also summaries a number of issues and topics that members of the committee have discussed at its recent development session. These items will be programmed into the work programme at relevant dates in discussion with the appropriate officers.

Regular Work Programme Items	
Children Education and Skills Scrutiny Committee Work Programme (Monthly)	To receive the committee's work programme outlining future meetings of the committee and the items scheduled for those meetings.
28 Day Notice of Key Decisions (Monthly)	To consider the Council's 28 Day Notice of Key Decisions.
Items Raised At Workshop Session – (Issues to be Timetabled When Date Available)	
TfC Meaningful Measures Report	To consider the TfC Meaningful Measures Report setting out progress against key indicators
Customer Feedback Report	To consider an overview of customer feedback received which identifies topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.
Inspection Feedback Reports	To consider feedback from relevant Inspection and Monitoring Reports
Government Consultation Documents - Feedback	To inform and seek the views of the Committee on relevant Government consultation documents
Public Health Update	To receive an update on the health of children and young people across the city and the impact of public health inequalities
Child and Adolescent Mental Health	Overall update on plans for service delivery. Invite Team and voluntary providers. Also consider services provided in schools. Consider impact of the HAT programme.
SEND Update	Update on SEND services in the city. Details of area variations. Current position of Education Health and Care Plans.
Child Care Services	Impact of forthcoming legislation on the safeguarding of young children. Consider the impact on services.

Fostering – Update	To provide an update on issues relating to the development of fostering in the city
Joint targeted area inspection (JTAI) of the multi-agency response to children and families who need help	Report on the outcome of the inspection and implications for the future
Early Help Service - Update	Update on early help services and impact of Family Hubs in narrowing the attainment gap
Asylum Seekers and Refugees Support	Issues involved in the planning of services for the future
Educational Attainment	Update on educational attainment in Sunderland and tackling the fall in later years relative to the national average
Educational Attainment of SEND pupils	Update on educational attainment for SEND pupils. Visit to Sunningdale School.
School Absence	Implications of growth in absence from school. Implications of growth in Elective Home Education. Impact of school exclusions and potential role of Early Help.
Adult Skills	General Update and position statement
Potential Task and Finish Group Topics	
Impact of Covid on Early years	Impact of Covid on early years and implications for the future
The City's vocational education offer	The impact of our current vocational offer and the impact of the development of new provision within the city

3.3 A draft Scrutiny Work Programme for 2023/24 is attached as **Appendix 1**, which following discussions with the Committee and officers will see the work programme populated further.

3.4 It should be noted that the work programme is a 'living' document and can be amended throughout the course of the municipal year. Any Elected Member can add an item of business to an agenda for consideration (Protocol 1 within the Overview and Scrutiny Handbook outlines this process).

4. Recommendations

4.1 That the Scrutiny Committee consider the range of topics and issues in the development of the work programme for 2023/24, including a policy review topic, and

incorporates emerging issues as and when they arise throughout the forthcoming year.

5. Background Papers

5.1 Scrutiny Agendas and Minutes

REASON FOR INCLUSION	8 JUNE 23 (INFORMAL MEETING)	6 JULY 23	7 SEPT 23	6 OCT 23	2 NOV 23	30 NOV 23	11 JAN 24	1 FEB 24	29 FEB 24	18 APRIL 23
Policy Framework/ Cabinet Referrals and Responses										Scrutiny Annual Report – 23/24
Scrutiny Business	Work Programme 2023/24	Fostering Pathfinder (Majella McCarthy)		Joint targeted area inspection (JTAI) of the multi-agency response to children and families who need help Asylum Seekers - support available for children and their families (Tracy Jeffs)	SEND – Update (Pamela Robertson) SEND Educational Attainment	Sunderland Healthy Related Behaviour Study Report (Jennifer Green/Ryan Houghton)	Early Help Update (Karen Davison)	Child and Adolescent Mental Health	Schools Absence Update (Simon Marshall) School Attainment Update (Simon Marshall)	Adult Skills (Jill Colbert)
Performance / Service Improvement		Children Services Customer Feedback – Annual Report (Stacey Hodgkinson)	TfC Meaningful Measures Performance Report (Jill Colbert/Stacey Hodgkinson)			Children Services Customer Feedback (Stacey Hodgkinson)	TfC Meaningful Measures Performance Report (Jill Colbert/Stacey Hodgkinson)			TfC Meaningful Measures Performance Report (Stacey Hodgkinson)
Consultation / Awareness Raising		Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	Notice of Key Decisions Work Programme	

6 JULY 2023

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE

NOTICE OF KEY DECISIONS

REPORT OF THE SCRUTINY AND MEMBERS' SUPPORT CO-ORDINATOR

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an opportunity to consider the items on the Executive's Notice of Key Decisions.

2. BACKGROUND INFORMATION

- 2.1 Holding the Executive to account is one of the main functions of Scrutiny. One of the ways that this can be achieved is by considering the forthcoming decisions of the Executive (as outlined in the Notice of Key Decisions) and deciding whether Scrutiny can add value in advance of the decision being made. This does not negate Non-Executive Members ability to call-in a decision after it has been made.
- 2.2 To this end, the most recent version of the Executive's Notice of Key Decisions is included on the agenda of this Committee. The Notice of Key Decisions is attached marked **Appendix 1**.

3. CURRENT POSITION

- 3.1 In considering the Notice of Key Decisions, Members are asked to consider only those issues where the Scrutiny Committee or relevant Scrutiny Panel could make a contribution which would add value prior to the decision being taken.
- 3.2 In the event of Members having any queries that cannot be dealt with directly in the meeting, a response will be sought from the relevant Directorate.

4. RECOMMENDATION

- 4.1 To consider the Executive's Notice of Key Decisions at the Scrutiny Committee meeting.

5. BACKGROUND PAPERS

- Cabinet Agenda
-

The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Notice is given of the following proposed Key Decisions (whether proposed to be taken in public or in private) and of Executive Decisions including key decisions) intended to be considered in a private meeting: -

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
221006/744	To approve in principle the establishment of a new police led Road Safety Partnership (Northumbria Road Safety Partnership) embracing the Northumbria Force Area.	Cabinet	Y	13 July 2023	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230215/785	To approve the payment of financial assistance to a company in relation to the company's investment plans in Sunderland.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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210709/612	To authorise the Executive Director of City Development to deliver the Washington F-Pit Museum Heritage Visitor Centre and Albany Park Improvement project, including the procurement of consultants and contractors.	Cabinet	Y	13 July 2023	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220207/690	To approve the sale of the former Alex Smiles site and to undertake required remedial works.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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220524/714	To agree to the grant of an option to sell property at Richmond Street, Sheepfolds, Sunderland.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220712/722	To seek agreement to the proposed development strategy of the Council's Self and Custom Build Sites.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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220719/723	To seek approval for the acquisition of Property at Crowtree Road and to grant a lease of the former Crowtree Leisure Centre.	Cabinet	Y	7 September 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
221110/753	To seek approval for the Disposal of an Industrial Property in Washington.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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221130/756	To seek approval to procure a contractor and, enter into a build contract delivery of 55 nos. bungalows and apartments for over 55s at land at St Luke Road.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230125/775	To receive a progress update in relation to the Housing Innovation and Construction Skills Academy and approve the proposed next steps.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230130/777	To approve the Housing Delivery Investment Plan future strategic approach.	Cabinet	Y	13 July 2023	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230130/778	To approve the funding arrangements for the New Sunderland Eye Infirmary on Riverside and the award of the agreements for the construction and letting of the scheme.	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230213/783	To make a decision relating to an exchange of land to facilitate to rebuild of St Patrick's RC Primary School (Ryhope).	Cabinet	Y	13 July 2023	N	Not applicable	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230313/788	To seek approval of five Area Committee Area Plans for 2023-2026.	Cabinet	Y	13 July 2023	N	Not applicable	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230428/799	To seek approval for Housing Strategy for Sunderland 2023 - 2030	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
230428/801	To agree proposals for partnership working with the Sunderland Voluntary Sector Alliance	Cabinet	Y	13 July 2023	N	N/A	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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230505/805	To seek approval to enter into a Development Funding Agreement (DFA) with Siglion Developments LLP ("Siglion") for the construction of a new play area, Lowry Rd, Seaburn	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230517/806	To agree the procurement of framework agreement(s) with Voluntary and Community Sector organisations for the delivery of household support and other services,	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230518/807	To approve the Council contribution towards refurbishment works at Bowls Pavilion at King George V Playing Fields	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230522/808	To approve the adoption of revised Local Wildlife Site boundaries and designations	Cabinet	Y	September – December 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230522/809	To seek approval to award funding to Third Sector organisations providing social care related services.	Cabinet	Yes	13 July 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230522/810	To seek approval to vary the contract term of all contracts for the provision of Care and Support at Home for Adults aged 18 years and over by a period up to 24 months from the 30 th November 2023	Cabinet	Yes	13 July 2023	Y	This report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 5 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230523/811	To approve a scheme for Structural Maintenance of A182 Bridges (Phase 3).	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230525/812	To agree to the extension of Public Health Services in Primary Care (Community Pharmacy)	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230526/813	To commission the Child Vision Screening Programme	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230531/814	Capital Programme First Review 2023/2024 (including Treasury Management)	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
230531/815	Revenue Budget First Review 2023/2024	Cabinet	Y	13 July 2023	N	N/A	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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230606/816	To approve the procurement of a contractor and award a contract to deliver bungalows to Cato Street	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230606/817	To approve the acquisition of the Sheiling to deliver five supported accommodation units	Cabinet	Y	13 July 2023	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
230608/818	To approve the commencement of a consultation process and the publication of statutory notices to increase Special Educational Needs school provision in Sunderland	Cabinet	Y	13 July 2023	N	NA	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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230608/819	Decision on the award of a grant to deliver additional play facilities	Cabinet	Y	13 July 2023	N	NA	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

Note; Some of the documents listed may not be available if they are subject to an exemption, prohibition or restriction on disclosure.

Further documents relevant to the matters to be decided can be submitted to the decision-maker. If you wish to request details of those documents (if any) as they become available, or to submit representations about a proposal to hold a meeting in private, you should contact Governance Services at the address below.

Subject to any prohibition or restriction on their disclosure, copies of documents submitted to the decision-maker can also be obtained from the Governance Services team City Hall, Plater Way, Sunderland, or by email to committees@sunderland.gov.uk

***Other documents relevant to the matter may be submitted to the decision maker and requests for details of these documents should be submitted to Governance Services at the address given above.**

Who will decide;

Councillor Graeme Miller – Leader; Councillor Claire Rowntree – Deputy Leader & Clean Green City; Councillor Paul Stewart - Cabinet Secretary; Councillor Kelly Chequer – Healthy City; Councillor Kevin Johnston – Dynamic City; Councillor John Price – Vibrant City; Councillor Linda Williams – Children, Education and Skills.

This is the membership of Cabinet as at the date of this notice. Any changes will be specified on a supplementary notice.

Elaine Waugh,
Assistant Director of Law and Governance

14 June 2023