

SCRUTINY CO-ORDINATING COMMITTEE

AGENDA

Meeting to be held in the Civic Centre (Council Chamber) on Thursday, 16th September, 2021 at 5.30 p.m.

Membership

Cllrs Butler, Doyle, Hartnack, Heron, Hodson, D. MacKnight (Chairman), N. MacKnight, O'Brien, Peacock, P. Smith, D. Snowdon, D.E. Snowdon (Vice Chairman), Thornton and Conservative Party Vacancy

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2.	Minutes of the last meeting of the Committee held on 15th July, 2021 (copy attached).	1
3.	Declarations of Interest (including Whipping Declarations)	-
	Part A – Cabinet Referrals and Responses	
	No items.	
	Part B – Scrutiny Business	
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	Report of the Chief Executive (copy attached).	
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Report of the Scrutiny, Mayoral and Member Support
Co-ordinator (copy attached).

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Report of the Scrutiny, Mayoral and Member Support
Co-ordinator (copy attached).

Part C – Health Substantial Variations to Service

No items.

Part D - CCFA/Members' Items/Petitions

No items.

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

8th September, 2021.

At a meeting of the SCRUTINY CO-ORDINATING COMMITTEE held in the CIVIC CENTRE, SUNDERLAND on THURSDAY 15th JULY, 2021 at 5.30 p.m.

Present:-

Councillor D. MacKnight in the Chair

Councillors Doyle, Hartnack, Hodson, Mann, O'Brien, Peacock, P. Smith, D. Snowdon and D. E. Snowdon

Also in attendance:-

Mr Nigel Cummings, Scrutiny Officer, Law and Governance, Corporate Services Directorate

Mr Jon Ritchie, Executive Director of Corporate Services

Ms Gillian Robinson, Scrutiny, Mayoral and Members' Support Co-ordinator, Law and Governance, Corporate Services Directorate

Mrs Christine Tilley, Community Governance Services Team Leader, Law and Governance, Corporate Services Directorate

Local Democracy Reporter

The Chairman welcomed everyone to the meeting and briefed Members on the current Government guidance being followed and the measures in place in Council buildings for the meeting with regards to reducing the spread of COVID-19.

Apologies for Absence

Apologies for absence were received from Councillors Butler, Heron and N. MacKnight.

Minutes of the last meeting of the Committee held on 17th June, 2021

Performance Management Update – Quarter 4 of 2020/21 and 2020/21 Year-End

Councillor Hartnack referred to page 6 of the minutes in relation to the above item and stated that the context of his enquiry was in relation to the number of jobs created in the construction industry for Sunderland residents in respect of Council commissioned projects specifically for City Hall.

1. RESOLVED that the minutes of the last meeting of the Committee held on 17th June, 2021 (copy circulated), be confirmed and signed as a correct record subject to the above clarification.

Declarations of Interest (including Whipping Declarations)

Item 5 - Reference from Cabinet – 13 July 2021 - First Revenue Budget Review 2021/2022

Councillor Hartnack made an open declaration as a Member of the Schools Forum.

Reference from Cabinet – 13 July 2021 - Capital Programme First Review 2021/2022 (including Treasury Management)

The Assistant Director of Law and Governance submitted a report (copy circulated) setting out for the advice and consideration of the Scrutiny Committee, a report by the Executive Director of Corporate Services, which was considered by Cabinet on 13 July 2021, on the outcome of the First Capital Review for 2021/2022 and progress in implementing the Treasury Management Borrowing and Investment Strategy for 2021/2022.

(For copy report – see original minutes.)

Mr Jon Ritchie, Executive Director of Corporate Services proceeded to brief the Committee on the report and referred Members to paragraph 4.1 where details of the changes to the 2021/2022 Capital Programme both in terms of expenditure and resourcing were set out and paragraph 4.2, which detailed plans to extend the Farringdon Academy and the financial arrangements around this from the Department for Education (DfE) and the Council.

Mr Ritchie drew attention to paragraph 4.4 which set out the impact of the COVID-19 pandemic and the associated national lockdowns and localised restrictions since March 2020 on the Capital Programme. He also pointed out the Review of the Prudential Indicators and Treasury Management Strategy for 2021/2022 set out at paragraph 5.

Councillor Peacock referred to paragraph 4.4 of the report concerning the Capital Programme delivery which had been impacted by the COVID-19 pandemic and the comment that there might be increased costs and/or projects being delayed.

Mr Ritchie advised that with regards to the plans to extend the Farringdon Academy the above situation referred to the relationship between the DfE and the builder and de-risked the Council. The Council had tried to put in risk mitigation where it made sense to do so and this was done on a case by case basis.

Councillor D. Snowdon referred to paragraph 5.8 and commented that it was pleasing to see the Council managing its investments and achieving a rate of return of 0.09% compared to the 7-day London Interbank Bid rate of -0.08%.

Mr Ritchie stated that they tried to get the best return but not at undue risk.

Councillor Hartnack referred to Integrated Transport at Appendix A and enquired as to the extent of public consultation undertaken, commenting that there was still a lot of negativity around and that there was no feedback to those who had been affected negatively.

Mr Ritchie advised that details on the schemes would have been included in previous reports and the Executive Director of City Development and Assistant Director of Infrastructure, Planning and Transportation would be able to provide a summary of the above information.

Councillor Hartnack commented that it would be good if the Mayor's car was a Nissan to fly the flag of the company based in Sunderland and where many people from Sunderland were working, adding that the company did make prestigious models that would be suitable rather than the Mayor's car being a Volvo.

Mr Ritchie advised that the Mayor's car was looked at about 18 months ago and it was concluded that at least 1 car was needed and the other vehicle had not been replaced. He added that when looking to replace the car the Council had needed to go through a tendering process and best value needed to be taken into consideration. Mr Ritchie offered to provide a full response in this regard.

With regards to the entry on Appendix A called 'Crowtree Enabling Works' to enable a new leisure led development, Mr Ritchie commented that this might be a reference to the Culture House as the successful bid and receipt had been approved of £25m Future High Street Funding. A summary could be received from the Executive Director of City Development and Assistant Director of Infrastructure, Planning and Transportation, although he pointed out that there might be commercial sensitivities associated with this.

Councillor Hodson referred to the Culture House and commented that there was a need for Members to be clear as to what was going ahead on the site at Crowtree, commercial sensitivities aside, as it was a key city centre site. He added that there was an isolated block of housing, the Almshouses, on the site and that there was room for some housing there.

Councillor Hodson referred to the hotel on Keel Square which he believed was a Holiday Inn and enquired why the Council was putting in £1.5m of ground floor lease arrangements in place.

Mr Ritchie reported that briefings could be provided on the above matters and because of commercial sensitivity might need to be considered under Part II. With regards to the hotel on Keel Square, the Council was effectively the tenant and letting out and taking the financial benefit from this. He would need to dig out the information on this but added that although the Council was involved in this it was not seeking to run it itself.

Mr Ritchie added that it was fair to say that the world was in a different place. The City Plan focussed on vibrancy and this held true through additional office space where some companies had signed up and there was more to come. There was however, money in contingencies as they were not assuming that they would achieve full rents from day 1.

Councillor Peacock enquired whether the £1.8m was solely allocated to potholes.

Mr Ritchie advised that this was predominantly for potholes but that he would check the grant determination and provide a definitive answer.

In response to Councillor Peacock who commented on the total funding for other projects, Mr Ritchie advised that the report being considered that day purely dealt with the variations and reprofiling of the Capital Programme, however he was able to send a link to the full Capital Programme and set up a meeting to go through it for new Members of the Council if this would be helpful.

Councillor D. E. Snowdon welcomed the communal boiler systems being taken out in the Fatfield Area and the funding by a Government Department, commenting that it would good if this could now be rolled out to the Oxclose area as well.

Mr Ritchie commented that the Council's External Funding Team had applied to get the above funding and the Green Homes Grant working with Gentoo to get as much funding into the City as possible.

The Chair commented that it was good news to get an additional 150 school places at Farringdon School and asked how this had been calculated.

Mr Ritchie advised that the 150 places was based on historic DfE numbers of pupils currently in the area and pupil placed modelling for the whole of the city. There would be 5-6 classrooms, canteen space, PE facilities etc.

Full consideration having been given to the report, there being no further questions of Mr Ritchie and the Chairman having thanked him for his very comprehensive report, it was:-

2. RESOLVED that the Scrutiny Committee noted the content of the Capital Programme including the information and assurances provided on the Prudential Indicators and Treasury Management Strategy.

Reference from Cabinet – 13 July 2021 - First Revenue Budget Review 2021/2022

The Assistant Director of Law and Governance submitted a report (copy circulated) setting out for the advice and consideration of the Scrutiny Committee, a report by the Executive Director of Corporate Services, which was considered by Cabinet on 13 July 2021, on the First Revenue Budget Review 2021/2022.

(For copy report – see original minutes.)

Mr Jon Ritchie, Executive Director of Corporate Services briefed the Committee on the report highlighting that the budgets for 2021/2022 were as approved by Council in March 2021. A full review had been undertaken for each Portfolio, together with contingency allocations proposed for the first quarter.

Mr Ritchie referred the Committee to the table at 3.1.3 of the report which stated that the overall forecast outturn position for 2021/2022 was a deficit of £5.729m.

Mr Ritchie advised that the Council continued to lobby the Government for additional funding to meet the current shortfalls and equally a full and fair financial settlement to address the significant ongoing impact to the Council's finances.

Councillor Hodson enquired why another Member of staff had been appointed in the Communications Department and why this had been slipped through as a contingency.

Mr Ritchie advised that the role was about promoting the city as a city, the college, the university and specialist knowledge had been brought in. The post was for one year initially to get the brand work underway and then it would be evaluated.

Councillor Hodson asked why the Council was creating and paying for another website called 'My Sunderland' this coupled with the fact that 'My Sunderland' was the name of the Sunderland University web pages.

Mr Ritchie advised that the other Council websites were to be consolidated in the My Sunderland website and as it received more hits it would be displayed further up the list towards the top on the web page. However, he was not aware of how they had reached the name of the website.

In response to Councillor Hodson commenting that there would be ongoing costs of branding for the My Sunderland website, significant spends on advertising and marketing etc and that he was uncomfortable with this all going through as contingencies, Mr Ritchie advised that this was just a moment in time. The exact cost position was not known. It been brought to Cabinet and to the Scrutiny Committee for transparency and as a result this was possibly more transparent than if it had been included in the full budget papers which had been set in March.

Councillor D. Snowdon referred to the £7m overspend in relation to Together for Children acknowledging that the Company could not be sure how many children might need to go into care, however he enquired whether this was due to the pressures related to COVID-19.

Mr Ritchie stated that COVID-19 had exacerbated the situation. Looked After Children numbers had stabilised but there were higher costs as more specialised care was needed. There were costs as the courts had not been open and the timescales had lengthened as a result. There was difficulty in knowing which cases were due to COVID, however in forecasting TfC pressures, roughly half of the overspend was COVID related and social care budgets were most Councils' concerns across the country.

In response to Councillor Snowdon, Mr Ritchie advised that there was a degree of uncertainty however, the anticipated contributions from the CCG towards the Adult Social Care budget were the best intelligence they had and that they worked very closely with the CCG.

Councillor Mann queried what the TfC Ofsted Support was detailed in paragraph 3.4.1 of the report.

Mr Ritchie advised that this was purely a timing issue and an accounting transaction as DfE funding had come to the Council and needed to be released to TfC. Councillor O'Brien enquired whether the staff appointed in Waste Recycling were permanent or temporary and how many had been brought in.

Mr Ritchie stated that where appropriate staff would be brought in on a permanent basis and that he would provide a response to Councillor O'Brien as to how many staff this was as he did not have the detail to hand.

Councillor Hartnack enquired about school balances commenting that some schools were sitting on significant reserves of over £10m.

In response, Mr Ritchie stated that the Council held the balances for maintained schools but could not spend them and legally they had to be reflected on the balance sheet. He added that through the Schools Forum there was going to be a recommendation not to keep too large reserves unless a school was saving up for something in particular and then this would be acceptable.

Councillor Hodson referred to the Waste Collection and Recycling forecast overspend and asked whether the issues had been resolved.

Mr Ritchie advised that the situation was ongoing and that additional staff resources had been brought in to help solve workforce pressures due to COVID-19 and that the financial element was reflected in the report at Appendix A which detailed the major variations.

Full discussion having taken place on the report, it was:-

3. RESOLVED that the Scrutiny Co-ordinating Committee noted the contents of the report including the various budget positions, support grants and variances. The Committee agreed that it would also like to thank Members and Officers for the preparation and continued monitoring of the Council's revenue budget position and welcomed further updates at future meetings.

Review of Scrutiny Arrangements in Sunderland

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated) informing the Scrutiny Committee of a proposed review of scrutiny arrangements in Sunderland and seeking the Committee's views.

(For copy report – see original minutes.)

Ms Gillian Robinson, Scrutiny, Mayoral and Members' Support Co-ordinator provided the Scrutiny Committee with a presentation setting out the purpose of the review, the method and review framework, highlighting that it would be conducted by the Centre for Governance and Scrutiny, together with the timescales involved. Ms Robinson advised that the recommendations of the review would be submitted to Cabinet and Council for approval.

Councillor Hodson welcomed the suggested approach to the review that the Members of the Scrutiny Co-ordinating Committee form the Member Steering Group to carry out the review of the scrutiny function due to the proportional representation of the Committee which reflected the Council and would provide transparency. He asked whether there would be the potential for meetings to be recorded and publicised.

Ms Robinson advised that this could be looked into particularly following the move to City Hall.

Councillor Doyle asked for reassurance that the Centre for Governance and Scrutiny would consider the proposition of opposition led scrutiny.

Ms Robinson confirmed that this would be considered as part of the review, however it was within the Council's gift to determine who chaired the committees.

Councillors D. Snowdon and Mann concurred with Councillor Hodson that the Scrutiny Co-ordinating Committee membership would be well placed to form the Member Steering Group as it included both experienced and newly elected Councillors.

Ms Robinson advised that the Member Steering Group would meet informally in two weeks' time and whilst she recognised that it was short notice, she asked Members to prioritise the meeting in their diaries.

Councillor Smith urged Members to get involved to ensure they got what they needed from the review.

The Chair also encouraged Members to try and make time to be interviewed as part of the review by Mr Hammond from the Centre for Governance and Scrutiny.

4. RESOLVED that:-

- (a) the proposed review of scrutiny as detailed in the report be approved and the Scrutiny Co-ordinating Committee membership be used as the composition of a member steering group to oversee the review; and
- (b) approval be given for the review to commence as per the timescales in the report.

Annual Work Programme for 2021-22

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated) asking the Committee to consider and agree a work programme for the Committee for the municipal year 2021/22.

(For copy report – see original minutes.)

Mr Nigel Cummings, Scrutiny Officer referred the Committee to paragraph 3.2 of the report where a table summarised the relevant single item issues which were likely to be a regular feature of the work programme for 2021/22. The table also summarised a number of issues and topics that Members of the Committee had discussed at their recent development session. He advised that those items would be programmed into the work programme at relevant dates in discussion with the appropriate officers.

Mr Cummings advised that he would also schedule in meetings of the City Hall Task and Finish Group and contact Members and appropriate Officers.

Full consideration having been given to the report it was:-

5. RESOLVED that the Scrutiny Co-ordinating Committee draft work programme for 2021/22 be approved and that emerging issues be incorporated as and when they arise throughout the forthcoming year.

Notice of Key Decisions

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated), providing Members with an opportunity to consider those items on the Executive's Notice of Key Decisions for the 28-day period from 14th June, 2021.

(For copy report – see original minutes.)

Mr Nigel Cummings, Scrutiny Officer, advised Members that if there was anything on the Notice which any Member wanted further information on to let him know and he would be happy to take that forward on their behalf.

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

The Chairman in closing, thanked everyone for their attendance.

(Signed) D. MACKNIGHT,
Chairman.

PERFORMANCE MANAGEMENT UPDATE –QUARTER 1 OF 2021/22

REPORT OF THE CHIEF EXECUTIVE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with the Corporate Performance Report for Quarter 1 of 2021/22.
- 1.2 The Assistant Director of Smart Cities will attend the meeting to respond to questions.

2. CORPORATE PERFORMANCE FRAMEWORK

- 2.1 A key element of the Council's Corporate Performance Management Framework is to present, on a quarterly basis, an update to the Scrutiny Coordinating Committee on key performance information for consideration and discussion.
- 2.2 The Council's Corporate Performance Management Framework is aligned to the Sunderland City Plan 2019 – 2030.
- 2.3 The City Plan 2019-2030 covers:
 - A Vision for the city and Values for the council which provide the focus for the council's activity
 - Three Key Themes – Dynamic Smart City, Healthy Smart City and Vibrant Smart City - which are used to organise the council's aims
 - A set of Commitments for each Key Theme under which the council's Activities are aligned
 - A Timeline of Activities illustrating the council's actions across all of the Key Themes.
- 2.4 The Corporate Performance Report is aligned to the three key themes of the City Plan (*Dynamic Smart City, Healthy Smart City and Vibrant Smart City*) as well as including additional Council indicators for organisational health / productive & innovative working, financial management and a council ready for the future.
- 2.5 The report sets out the progress made to the end of Quarter 1 of 2021/22, against a City Plan that commenced in 2019 and spans an eleven-year period through to 2030.
- 2.6 In 2020/21 we faced the unprecedented challenge of the Covid-19 global pandemic that continued into 2021/22. When the pandemic hit, our immediate plans were refocused on the local response. Subsequently

our City Plan was recalibrated to recognise the intensified challenges resulting from the COVID pandemic and to focus on recovery particularly the recovery of the local economy and the health of our communities. As we emerge from the pandemic, our longer-term plans continue to focus on our core ambitions of our City Plan for a dynamic, healthy, and vibrant city. The refreshed plan was adopted to take effect from 1st April 2021 and this Quarter 1 report has been aligned to the refreshed plan.

- 2.7 It should be noted that detailed performance indicators for Children's Service are separately reported and discussed at the Children, Education and Skills Scrutiny Committee.
- 2.8 Additional detail has been included in the report (including a note on litter data), or provided separately, as appropriate, in response to questions raised by Scrutiny members at previous Committee meetings.

3 RECOMMENDATION

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

Contact Officer: Liz St Louis, Assistant Director of Smart City
0191 561 4902
Liz.Stlouis@sunderland.gov.uk

DYNAMIC SMART CITY

A lower carbon city with greater digital connectivity for all – more and better jobs – more local people with better qualifications and skills – a stronger city centre with more businesses, housing, and cultural opportunities – more and better housing.

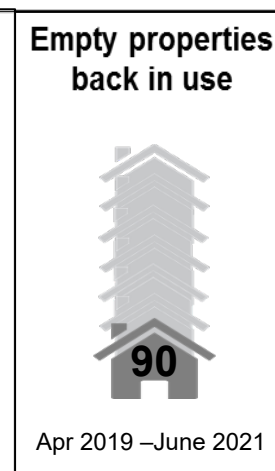
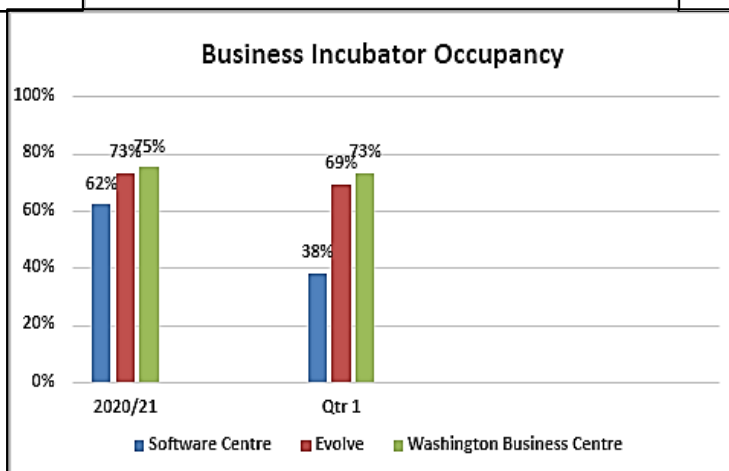
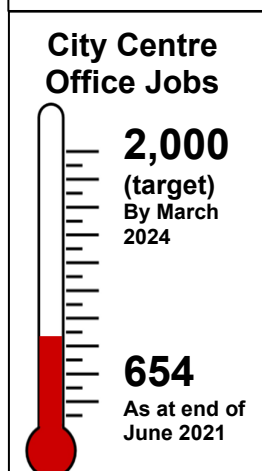
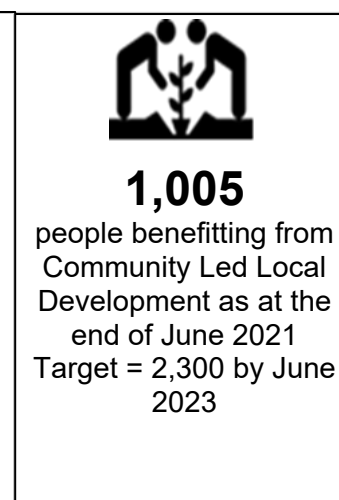
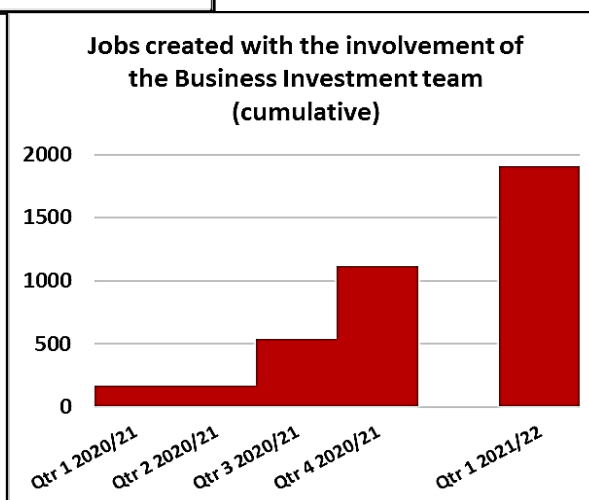
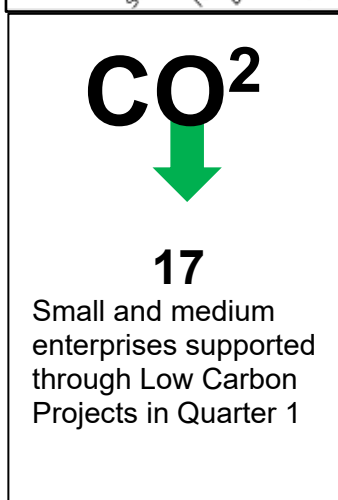
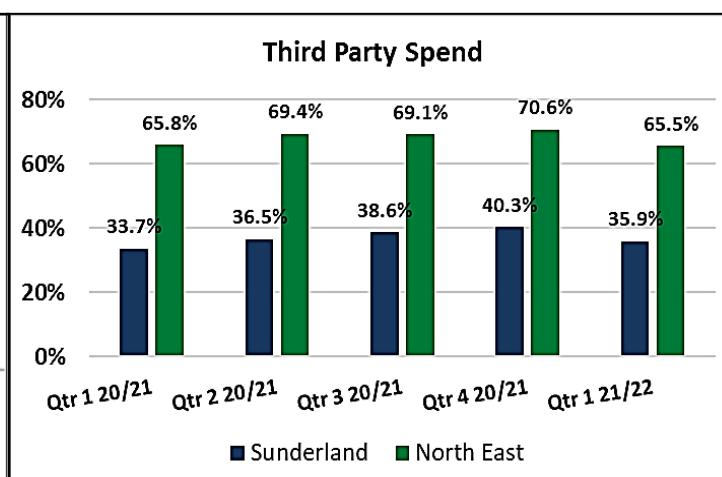
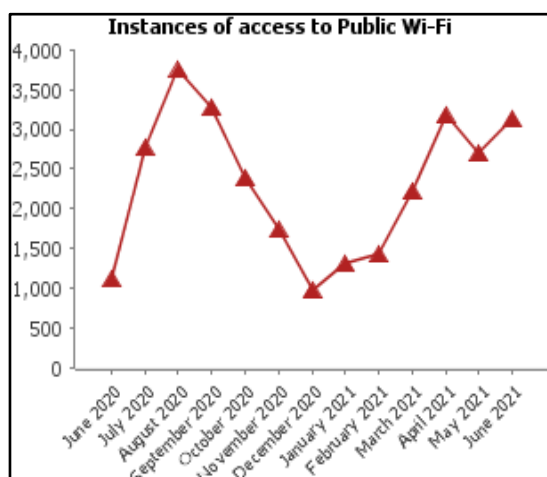


CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
% of properties with ultrafast broadband June 2021: 65.1%	UK 66.8%	Improving (June 2020: 62.7%)
CO2 emissions estimates for Sunderland (per capita) 2019/20: 4.2 tonnes	NE 5.5, England 4.9	Improving (2015/16: 4.8 tonnes)
Employment rate Jan 2020 – Dec 2020: 70.3% (update delayed)	NE 71.5%, GB 75.4%	Improving (Jan 2019- Dec 2019: 69.3%)
Proportion of workers earning below Living Wage Foundation rates 2020: 16.1%	NE 22.5%, GB 20.1%	Improving (2016: 26.4%)
Median wage workers 2020: £525.20	NE £521 GB £586	Improving (2016: £480)
% Population NVQ Level 4 qualification 2020: 29%	NE 34.5% GB 43.1%	Improving (2016: 25.9%)
GCSE - % achieving a grade 4-9 in Maths & English 2018/19 (Exams): 58.6% 2019/20 (Teacher Assessed): 64.2% (Exams & Teacher Assessed not comparable)	NE 61.6% England 64.9% NE 68.6%, England 65.9%	Improving (2017/18 57.3%) N/A
Level 3 (A level & equivalent) attainment by age of 19 in 2019/20: 48.5%	NE 50.9% England 57.4%	Declining (2015/16: 52%)
City Centre new homes Qtr. 1 2021/22: 0	N/A	No change (Qtr. 1 2020/21: 0)
People employed in the City Centre 2019: 11,911	N/A	Increasing (2015: 11,874)
Population of the City 2020: 277,846	N/A	Increasing (2016: 277,307)
Net Internal Migration 2020: -403	N/A	Declining (2016: -381)
New homes-built Qtr.1 2021/22: 195	N/A	Improving (Qtr.1 2020/21: 81)
Completed affordable homes Qtr.1 2021/22: 13	N/A	Declining (Qtr.1 2020/21: 30)

COUNCIL LED ACTION & PROGRESS

2021/22 Timeline	Status
Increase in economic activity at the Port	Progressing
Onsite development of Sunderland Station	On Track
New City Hall opens on Riverside Sunderland	On Track
Roll out of 5G city-wide	On Track
Increased business take-up of low carbon initiatives	On Track
Deliver connected, automated logistics project	On Track



A lower carbon city with greater digital connectivity for all - Our ambition is to lead the way on digital transformation to make Sunderland a Smart City, and through our Smart Cities Strategy we will deliver a range of use cases for smart working and living - with high speed and resilient digital connectivity central to our plans. The proportion of Sunderland properties with ultrafast broadband has seen a continuous upward trend, reaching 65.1% at the end of Quarter 1. Instances of access to public Wi Fi have broadly followed the intensity of COVID restrictions in 2020/21, however, figures have been rising since December 2020 reaching 3,132 in June 2021. With greater digital connectivity there also comes the opportunity to transform our travel patterns, thereby reducing overall emissions. Through our rapid charging station, we continue to support the use of electric vehicles in the city. Transactions were up from 502 in Quarter 4 (and 124 in Quarter 1 of 2019/2020) to 877 transactions in Quarter 1. We are actively working to become Carbon Neutral as a city by reducing our carbon emissions. At 4.2 for 2019/20 (latest data), the CO2 emissions estimate for Sunderland per capita (tonnes per resident) has reduced (compared to 4.5 for 2018/19) and is lower than both the North East (at 5.5) and England (at 4.9). Latest data (for 2019/20) also shows CO2 emissions from local authority operations has reduced by 4,484 tonnes compared with the previous year. The Citywide Low Carbon Framework and Council Action Plan were adopted at the end of 2020/21 and is now operational. The Sunderland element of the North East Low Carbon Support Programme for small and medium-term enterprises (SME's) is in place and 17 SME's have been supported in Quarter 1.

More and better jobs – Our focus in our City Plan was on increasing the number of well-paid jobs in the city by promoting growth in key sectors including automotive and advanced manufacturing, financial and customer services, digital and software, as well as increasing professional services in the city centre, and port related activity. As the Coronavirus pandemic hit in 2020, and persisted into 2021, businesses and employment were impacted. Our aim now is to ensure that the city and its residents emerge from the Covid-19 pandemic in a strong and competitive position. Building upon the various business grant support schemes delivered during 2020/21 which saw £73.5m paid to the City's businesses and £42m of additional business rates reliefs awarded, further support to business has continued in 2021/22. In Q1 2021/22, £16.4m has been paid in grants to businesses that have continued to be impacted by the pandemic whilst £23m is estimated to be awarded in additional business rates reliefs in line with the Government's criteria. Through these challenging times for business, we've continued to ensure that our Council activity supports the local economy where possible. 65.5% of all Council third party spend was within the regional economy, and £3,953,702 of social value was secured through our procurement projects in Quarter 1. We are making progress towards our aim to increase economic activity at the Port but increasing the number of tenants at the port has been impacted by circumstances arising from Covid and Brexit. The Port is pursuing several positive commercial opportunities and there is confidence that some of these will come to fruition by March 2022.

More local people with better qualifications and skills – Through the City Plan, the aim is to ensure that residents' skills and qualifications enable them to secure good jobs that match the needs of employers in key sectors - thus reducing the gap in the median wage between Sunderland residents and Sunderland workers (with the weekly median wage for Sunderland residents being £28.40 lower than that for workers). With more well-paid jobs, and more local people with better qualifications and skills, our long-term aspiration is that Sunderland will be a Real Living Wage City by 2030. Progress has been made with the percentage of workers living below the living wage foundation rate reduced from 26.4% in 2016 to 16.1% in 2020 – below the NE (at 22.5%) and England at (at 20.4%). Due to the COVID-19 pandemic, there has been much disruption to education at all levels in the academic year 2020/2021, with extensive periods of home / online learning due to government restrictions and some students facing further periods of home learning in line with self-isolation requirements following a positive COVID-19 test or contact. The summer exam series in 2020 and 2021 was cancelled and though GCSE and A-level qualifications were awarded to pupils, these were not awarded in the same way as previous years - thus results are not directly comparable. As the city and its residents emerge from the pandemic, we will seek to ensure residents have the skills to be in a strong and competitive position to access employment. We will continue to focus on tackling the

barriers for those least able to access employment through initiatives such as Community Local Led Development. So far 902 individuals have benefitted from the initiative.

A stronger city centre with more business, housing, and cultural opportunities – As we recover from the COVID-19 pandemic our aspiration is that Sunderland city centre will drive transformational economic growth with Riverside Sunderland clearly demonstrating our investment ambition. Throughout the pandemic we have continued to progress our plans for a range of physical developments in the city and we continue to move forward with these - such as the onsite development of Sunderland station and new station hotel. Through Riverside Sunderland we aim to create a vibrant new city centre residential community of 1,000 sustainable new homes, promoting more city centre living. It will also comprise of 1 million square feet of modern offices, commercial premises, and other employment space, creating new sites for businesses to grow. At the end of Quarter 1, 654 new city centre office jobs have been created since April 2019.

More and better housing – Through our city plan we seek to ensure that Sunderland offers the opportunities that families and individuals need to achieve their ambitions – with a housing offer that reflects the homes that people aspire to live in. This includes larger family and high-status homes as well as more affordable homes. This will be achieved through the delivery of key housing sites. Work on the Seaburn site has now come to fruition with occupation of the first residential property in Quarter 1. Figures previously published for out migration show a slowing from a net of -722 in 2018 to -511 in 2019. Latest published figures for out migration show a further slowing from a net of -511 in 2019/20 to -403 in 2020/21. Whilst the latest figure is higher than the five-year long-term trend figure of -381 for 2016/17, the 2016/17 figure was the lowest figure reached before figures declined substantially in 2017/18 (to -748) and then began reducing year on year. In Quarter 1, there were 153 additional homes in the city (including new and conversions) - of which 89 are in council tax bands C-G. There have been 13 completed affordable homes in Quarter 1. Alongside this, we are committed to ensuring that the housing we have is of quality - with 16 empty properties brought back into use in Quarter 1 (taking the total since April 2019 to 90), and 96 privately rented properties inspected for hazards. Following the impact of Covid, the number of properties inspected for hazards has increased and. As a result of these inspections, 7 properties were identified to have Category 1 hazards of which 5 properties had more than 1 Category 1 hazard. Action has been taken by officers to work with owners of the properties which has seen 9 Category 1 hazards resolved in the period. Further information on empty properties being brought back into use is being presented to Area Committees in September.

HEALTHY SMART CITY

Reduce health inequalities enabling more people to live healthier longer lives – access to equitable opportunities and life chances – people enjoying independent lives – a city with great transport links – cleaner and more attractive city and neighbourhoods.

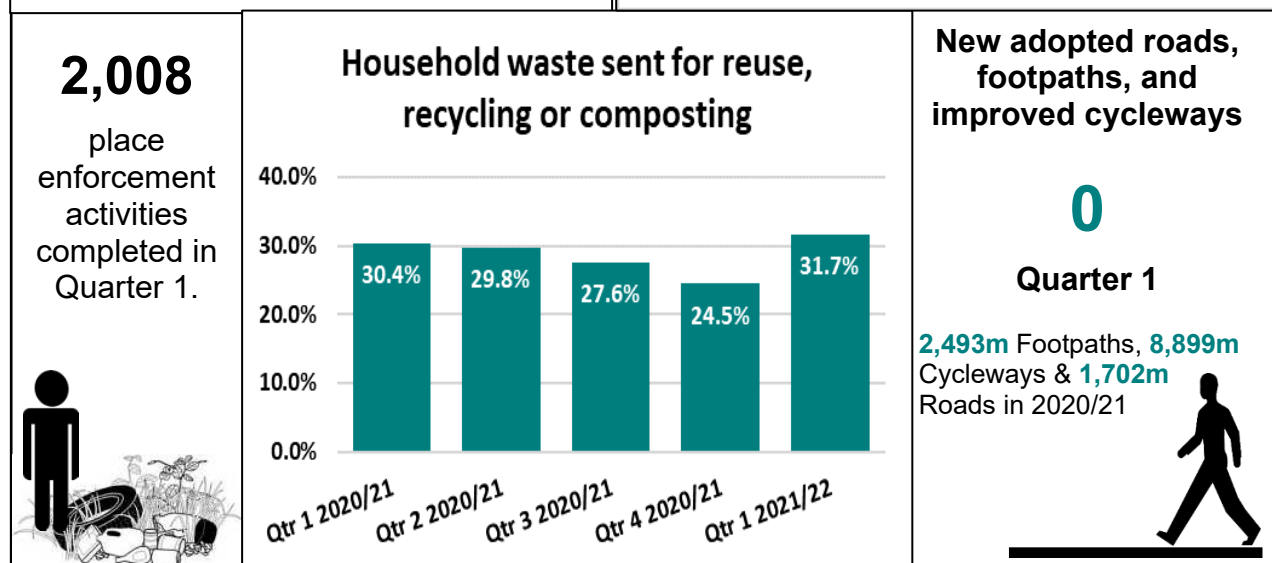
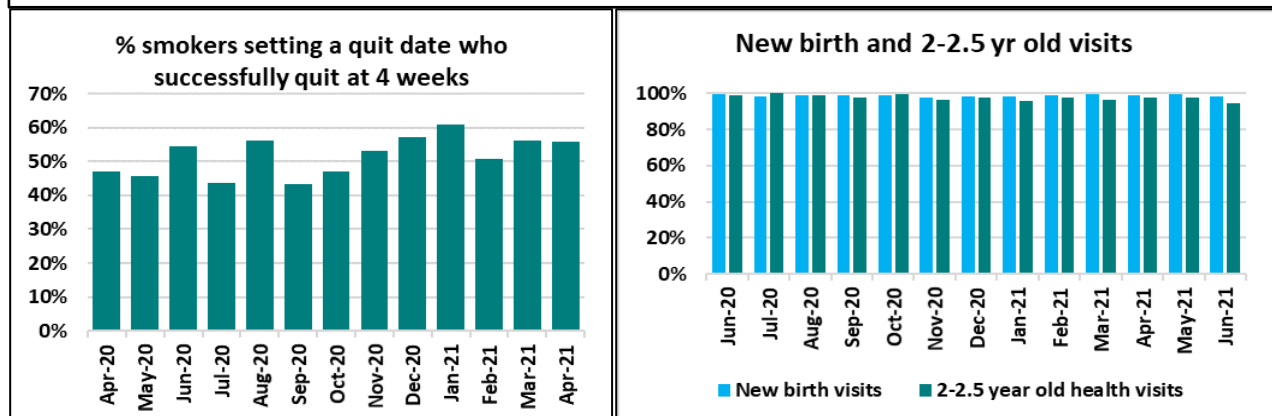
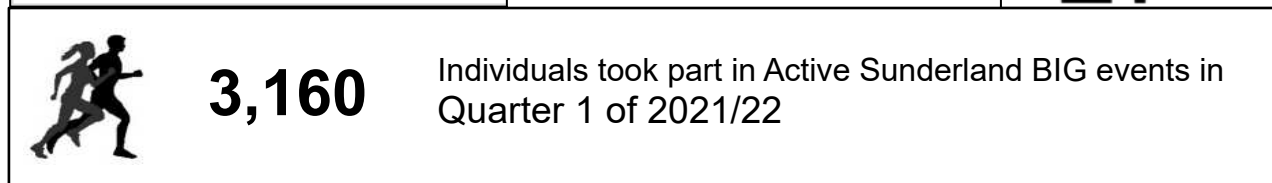
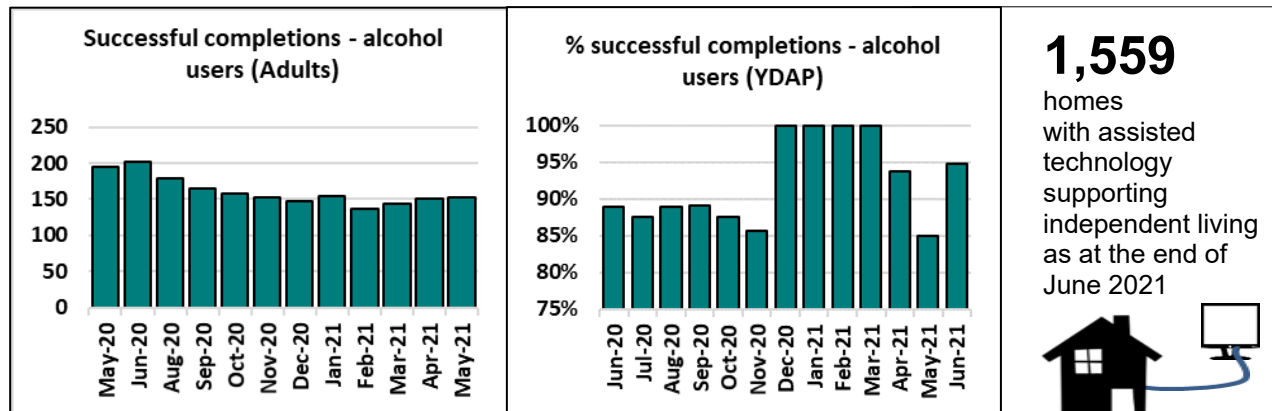


CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
Healthy Life Expectancy at birth 2017-2019 as at 2020/21: Female: 57.3 yrs. Male: 57.5 yrs.	England 63.5 yrs. NE 59 yrs. England 63.2 yrs. NE 59.7 yrs.	Declining (2014-2016: 59.3 yrs.) Declining (2014-2016: 58.8 yrs.)
Admission episodes for alcohol-related (Broad) (Persons) 2018/19: 3,197 (per 100,000 pop) (2019/20 data release delayed)	England 2,367, NE 2,927	Declining (2014/15: 2,482)
Smoking prevalence: 2018/19: 16%	England 13.9%, NE 15.3%	Improving (2014/15: 21.5%)
The proportion of adults who are overweight or obese 2019/20: 73.5%	England 62.8%, NE 67.6%	Declining (2015/16: 70.1%)
Prevalence of overweight (incl. obese) among children in Year 6 2019/20: 36.7%	England 35.1%. NE 37.5%	Improving (2015/16: 39.8%)
% of people that are fairly active / active (Active Lives – Public Health) 2019/20: 74.4%	England 77.1%, NE 75.4%	Improving (2015/16: 73.3%)
Women who smoke at time of delivery Qtr. 4 2020/21: 13.7%	England 8.9% NE 12.7%	Improving (Qtr. 4 2019/20: 21.7%)
EYFSP Good level of development 2018/19: 72.6% (2019/20 data release cancelled)	England 71.8%, NE 71.8%	Improving (2014/15: 66%)
Teenage pregnancy (under 18 conception rate) rolling year: Qtr. 4 2019/20: 21.9	England 15.3, NE 20.7	Improving (Qtr. 4 2018/19: 29.8)
Proportion of people (18+) living independently (without social care services) Qtr. 1 2021/22: 98.4%	N/A	Improving (Qtr.1 2020/21 98.2%)
Litter - % of relevant land & highways with deposits that fall below an acceptable level Qtr. 1 2021/22: 10.4%	N/A	Declining (Qtr.1 2020/21: 0.63%)

COUNCIL LED ACTION & PROGRESS

2021/22 Timeline	Status
Deliver Sunderland Covid-19 Health Inequalities Action Plan	On Track
New Primary School opens	Completed
SSTC3 (Northern Spire to City Centre) opens	On Track



Reduce health inequalities enabling more people to live healthier longer lives – Our City Plan recognises the need to ensure that health and wellbeing outcomes are significantly improved, with healthy life expectancy at birth in Sunderland (at 57.5 years for males and 57.3 for females for the pooled period of 2017-2019), lower than the North East and England and declining. The onset of the COVID-19 pandemic in early 2020, brought a new health challenge to the city. In response, our Public Health team led on managing outbreaks in line with the COVID-19 control plan and worked with environmental health and trading standards to provide advice and guidance on compliance with restrictions. The council continues to provide local trace arrangements for positive COVID cases and has been tasked with contact tracing 2,141 cases (with a 92% success rate) between the commencement of the local scheme (Local 0) on 22nd March 2021 and 30th June 2021. As positive cases began rising in June, and continued in July, staffing capacity was increased, but the increasing number of cases could not be met, resulting in a delay for our residents. The success rate is therefore expected to fall for Quarter 2. A decision was made to change to a hybrid model (in which the council only receive positive cases that the national team have been unable to contact after 24 hours), however, we are recruiting additional resource to return to the local service.

In addition to the impacts of infection, we know that the pandemic will have wider health implications in relation to behaviours that can cause harms to health such as smoking, alcohol consumption, inactivity, and poor diet (leading to obesity). We will continue to work, with our partners, on areas where we can support people to make healthy choices. Our Step-up Sunderland App aims to encourage residents to stay active and in Quarter 1 there were 313 downloads and 418 million steps taken by app users. Alongside this 801 disadvantaged young people have been supported through the Street Games programme and 2,477 activity packs delivered over the Easter holiday by Active Sunderland. 14 schools received in-school delivery from the Change for Life Programme, with 151 sessions delivered and 3,950 pupils engaged. The programme offer for schools has been enhanced through a new initiative and a weigh and measure programme for secondary schools. A working group has been established to develop a children and young people maintaining healthy weight pathway. Wider work has been undertaken on obesity and healthy weight with the development of a Healthy Weight Alliance three-year plan and the implementation of opportunities to influence the local food environment. We continue to promote healthy choices by our own people with 8,187 contacts with employees through our Employee Wellness Programme in Quarter 1. Latest data published in September 2020, for the 2017-2019 period, shows the suicide rate for Sunderland as 12.4 per 100,000 (age 10+), above the England average of 10.1 and North East of 11.6. We will continue to work with our partners to support and enable residents to access mental health services where needed. As a Council we are currently conducting a needs assessment to sign up to the Mental Health Concordat (that will include an action plan with key deliverables).

Access to equitable opportunities and life chances – We will take a life course approach to health and wellbeing starting with the early life stages of preconception to early years and adolescence under this commitment. Latest data on women who smoke at time of delivery (for Quarter 4 of 2020/21) shows an improvement to 14.7% from 15.2% in the previous quarter. Throughout the pandemic new birth visits and 2.5-year-old checks have been carried out (in line with COVID-19 guidelines) in timescale, and with the target of 95%. In Quarter 1, 98.3% of new birth visits and 94.5% of 2.5-year-old checks have been carried out in timescale. In education, a new primary school building has been completed (Willow Fields Primary School) along with the expansion of another (Benedict Biscop C of E School). Latest data for the year to the end of March 2020 has been published for teenage pregnancy (under 18 conceptions) at 21.9 per 1,000 population, a reduction on the same period in the previous year when the figure was 29.8. Figures are now closer to the North East rate (at 20.7). Under this commitment we seek to address inequalities in opportunities and life chances that exist across geographical areas through a community asset-based approach, as set out in our Neighbourhood Plans. As the needs of our most vulnerable changed through the pandemic we have continued to adapt our Community Hub delivery to respond. We are also working with our partners to enable Social Prescribing to address health issues. We know that the pandemic has affected life in many ways, with harms felt by the most disadvantaged, increasing existing inequalities, whilst new ones have emerged. Having previously agreed the Sunderland Health Inequalities Strategy, we

continue to progress this work through the delivery of the Health Inequalities Strategy Action Plan.

People enjoying independent lives – Although 98% of people 18+ in the city live independently (without social care services) based on mid-year population estimates, we remain committed to ensuring people in the city can enjoy independent lives. With the roll out of the assistive technology in the home offer, 1,559 homes had the technology by the end of June 2021. 83% of people who use services have control over their daily lives based on latest figures for 2019/20 (there is no update expected for 2020/21 as the survey was cancelled due to Covid-19). Working with our partners, through the Sunderland Falls Group, we aspire to reduce the number of emergency hospital admissions due to falls (in people aged 65+), with latest figures at 2,628 per 100,000 (compared with 2,412 for the North East and 2,222 for England).

A City with great transport and travel links – Our emphasis within this City Plan commitment is about ensuring that people can move around the city with ease through improved transport routes - enabling access to key employment sites. Alongside vehicle transport routes, great travel links is also about having the necessary infrastructure to enable active travel. In Quarter 1 there were no new adopted roads or footpaths and no new or improved cycleways, there are however, planned schemes for delivering additional cycleways later in the year. 1,060 school children have taken part in pedestrian training in Quarter 1, and although cycle training has been impacted by COVID, 94 children took part in cycle training in Quarter 1.

Cleaner and more attractive city and neighbourhoods – Our focus here is on promoting environmental responsibility amongst residents to achieve a cleaner and more attractive city. The percentage of household waste sent for reuse, recycling or composting has increased to 31.7% in Quarter 1, up from 30.4% in the same period in the previous year. Work continues to drive improvements to the rate of recycling across the city. The Council is part of a Waste Partnership with Gateshead and South Tyneside Council's formally named South Tyne and Wear Waste Management Partnership (STWWMP) and recycling and waste contracts are set up to focus on maximising recycling rates. As part of the STWWMP a Waste and Recycling Visitor and Educational Centre (WRVEC) was commissioned to be built and operated at Campground for all three local authorities – including the provision of a full time Education Coordinator. The Coordinator works with our local communities and schools to improve waste and recycling education and awareness. To date since 2014 there have been over 36,000 engagements at the centre. We are developing a 'state of the art' HWRC that will address all recycling streams and provide a facility for all recycling needs. This is progressing well but has been hit with delays due to the availability of materials in the market. The scheme is now scheduled for completion on 1 December 2021. A full Comms plan is currently being developed so that residents are fully informed of the details of the new HWRC. There are two new Officers in the service who will play an enforcement and education role working with Recycling & Refuse Crews and data collected to target households who are not recycling. Officers have been recruited and are already impacting on recycling rates at the recycling transfer station, more formal structured programmes and enforcement will commence once the wider structure is in place. At the end of Quarter 1, the percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level (at 10.4%) was within target. To encourage communities to take greater responsibility for their environment, we are issuing sanctions where appropriate following enforcement investigations. As at the end of Quarter 1, 2,008 enforcement activities had been carried out. The Quarter 1 enforcement activities included 411 investigations and 1,170 warning letters.

Note: Litter levels (measured along with detritus, graffiti, and dog fouling) are assessed via surveys conducted four times a year. This indicator helps us understand how effective our street cleansing services are and gives us a basis to review our methods and coverage so we can improve cleanliness. The surveys are based on the code of practice on litter and refuse and the Keep Britain Tidy Local Environmental Quality Surveys system grading guidance. There is no statutory definition of litter. The Environmental Protection Act 1990 (s.87) states that litter is 'anything that is dropped, thrown, left or deposited that causes defacement, in a public place'. This accords with the popular interpretation that 'litter is waste in the wrong place'. This is a former statutory indicator linked to the government's 'Cleaner Safer Greener Communities' campaign and provides us with valuable information to assess how clean our streets are.

VIBRANT SMART CITY

More resilient people – more people feel safe in their homes and neighbourhoods – more residents participating in their communities – more people visiting Sunderland and more residents informing participating in cultural events, programmes, and activities.

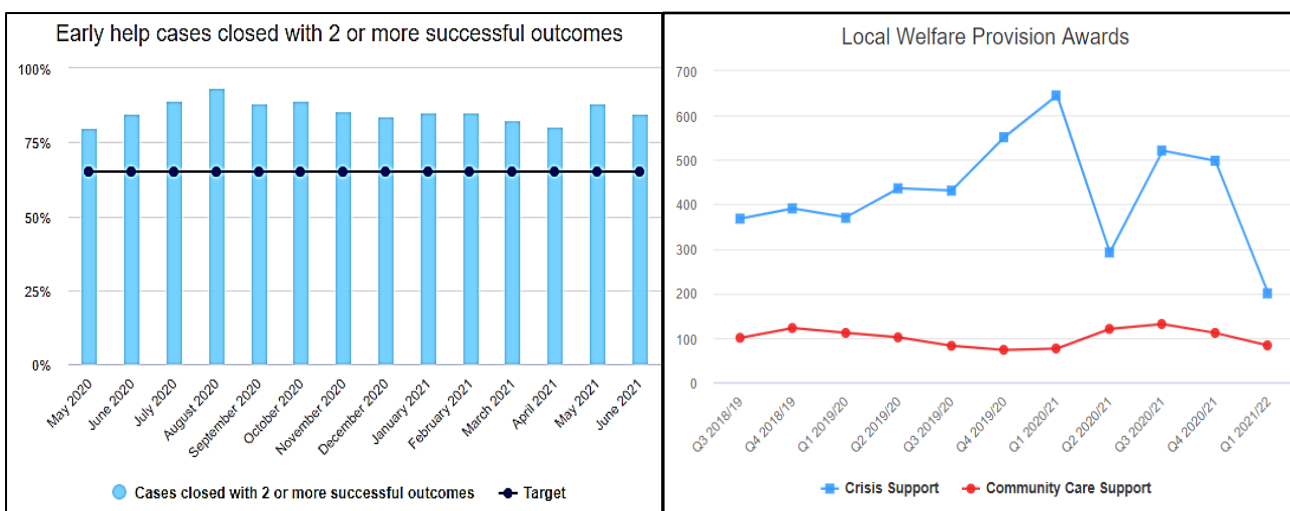


CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
Rate of cared for children (per 10k) June 2021: 107.5	England 67, NE 108, SN 108.7	Improving (June 2020: 109.8)
Rate of CYP subject to a child protection plan (per 10k) June 2021: 77.1	England 42.8, NE 70 SN 61.4	Declining (June 2020: 70)
Rate of Children in Need (per 10k) June 2021: 410.1	England 323.7, NE 462.9 SN 431.8	Declining (June 2020: 386.9)
Residents supported by foodbanks Qtr.1 2021: 3,744	N/A	Improving (Qtr. 1 2020: 4,450)
Crime (recorded incidents): (April – June 2021): 7,205	N/A	Declining (April – June 2020: 6,565)
Residents' feelings of safety (local) Qtr. 4 2020/21: 95%	N/A	Declining (Qtr. 4 2019/20: 96%)
The proportion of people who use services who feel safe 2019/20: 79.7%	England 70.2%, NE 74.7%, SN 72.8%	Improving (2015/16: 71.5%)
Number of visitors to the City 2020: 4,377,000	N/A	Declining (2016: 8,240,000)
Overall spend of visitors to the City 2020: £219m	N/A	Declining (2016: £399m)

COUNCIL LED ACTION & PROGRESS

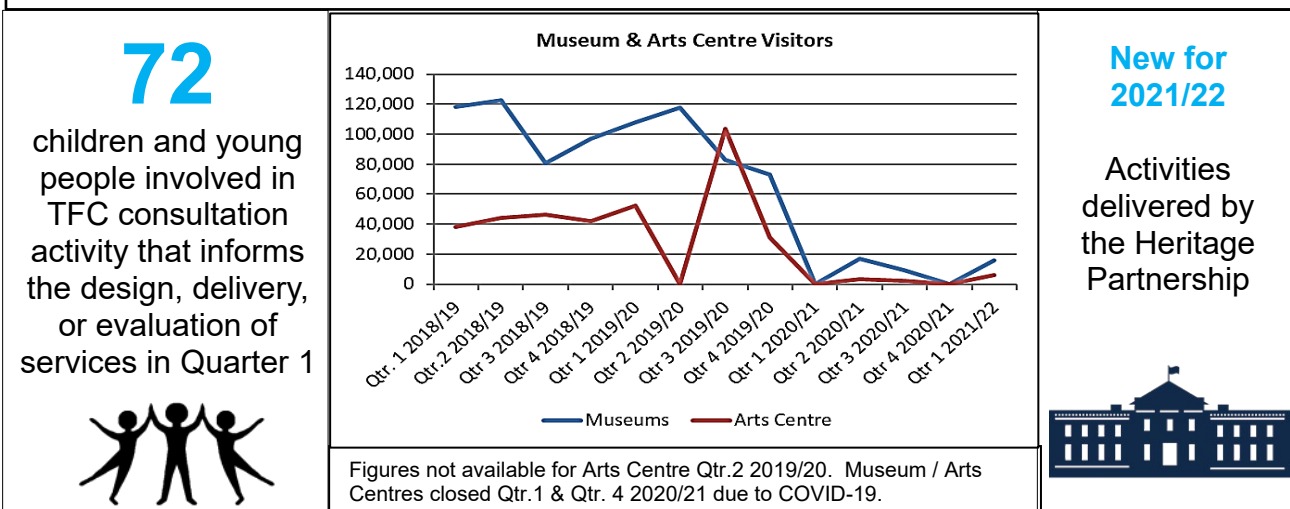
2021/22 Timeline	Status
Commission new domestic abuse services model	On track



243 Events

facilitated by the Council, on Council land / in council buildings in **2019/20**

1 event in 2020/21, 5 events in 2021/22 - further events unable to take place due to Coronavirus.



More resilient people – We will support families to enable them to be resourceful to respond to challenges and achieve the best possible outcomes for their children. This includes supporting families that require early help, where children are subject to Child Protection or are Cared For. At 410.1 per 10,000 at the end of June, the rate of children in need is below the latest North East comparator figure of 462.9, whilst the rate of Cared For children (at 107.5 per 10,000) is comparable, and has reduced, in comparison with the previous Quarter. The rate of children and young people subject to a child protect plan per 10,000 (at 77.1) remains above latest comparator figures, impacted by the pandemic. The following Children's Service's delivery targets have been met: % of early help cases closed with successful outcomes (at 81.5%), % of children subject to a child protection plan receiving a statutory visit within 20 working days (at 97.6%), % of care experienced young people aged 17-21 in touch with the service within 8 weeks of previous contact (at 93.4%), % of Cared for Children that have an up to date Personal Education Plan (at 99%), and % of Cared for Children that have experienced 3+ placements within the last 12 months (at 9%). 93.1% of all referrals with a decision were within 24 hours at the end of June 2020 (above tolerance of 80%). We will support our people to be more resilient. We know that our communities have been greatly affected by the COVID-19 pandemic, with increased hardship experienced by some. During the first few months of the pandemic the use of foodbanks more than trebled and high usage has continued throughout 2020/21, with 5,595 residents supported in January to March 2021. In Quarter 1, figures have reduced to 3,744, however, figures in previous years suggest figures may rise again in Quarter 2 due to increased demand over summer months. In Quarter 1 there was a decrease in Crisis Support Awards (at 200) compared with the same period in the previous year (at 645), however, there was a small increase in Community Care Support awards at 83 (compared with 76 in Quarter 1 of 2020/21). A review has been completed in relation to crisis support and changes have been implemented. This has included embedding a sustainable support network (external to the council) with improved relationships and arrangements to enable more people to access support within their communities and to provide an offer that is more than crisis food. One example, is a partnership with Tesco, enabling qualifying families to access Tesco vouchers and emergency food parcels.

More people feeling safe in their homes and neighbourhoods – This commitment relates both to people feeling safe from crime and vulnerable adults who use our services feeling safe. Overall, our residents feel safe in their local area, with the percentage consistently at 96% or above since 2012/13 to early 2020 based on the Northumbria Police Survey. Latest available data is for Quarter 4 of 2020/21 at 95%. Crime for April 2021 to June 2021 (at 7,205 incidents) has increased when compared with the same period in the previous year (6,565 incidents). We are committed to disrupting criminal and anti-social behaviour through intervention and enforcement with 11 intelligence led pro-active disruption activities carried out in relation to licensing in Quarter 1. We hope to engage 100% of retailers in the city in our Responsible Retailers Scheme once it has been possible to launch the scheme, with this having been paused during the pandemic and now expected by the end of the next quarter.

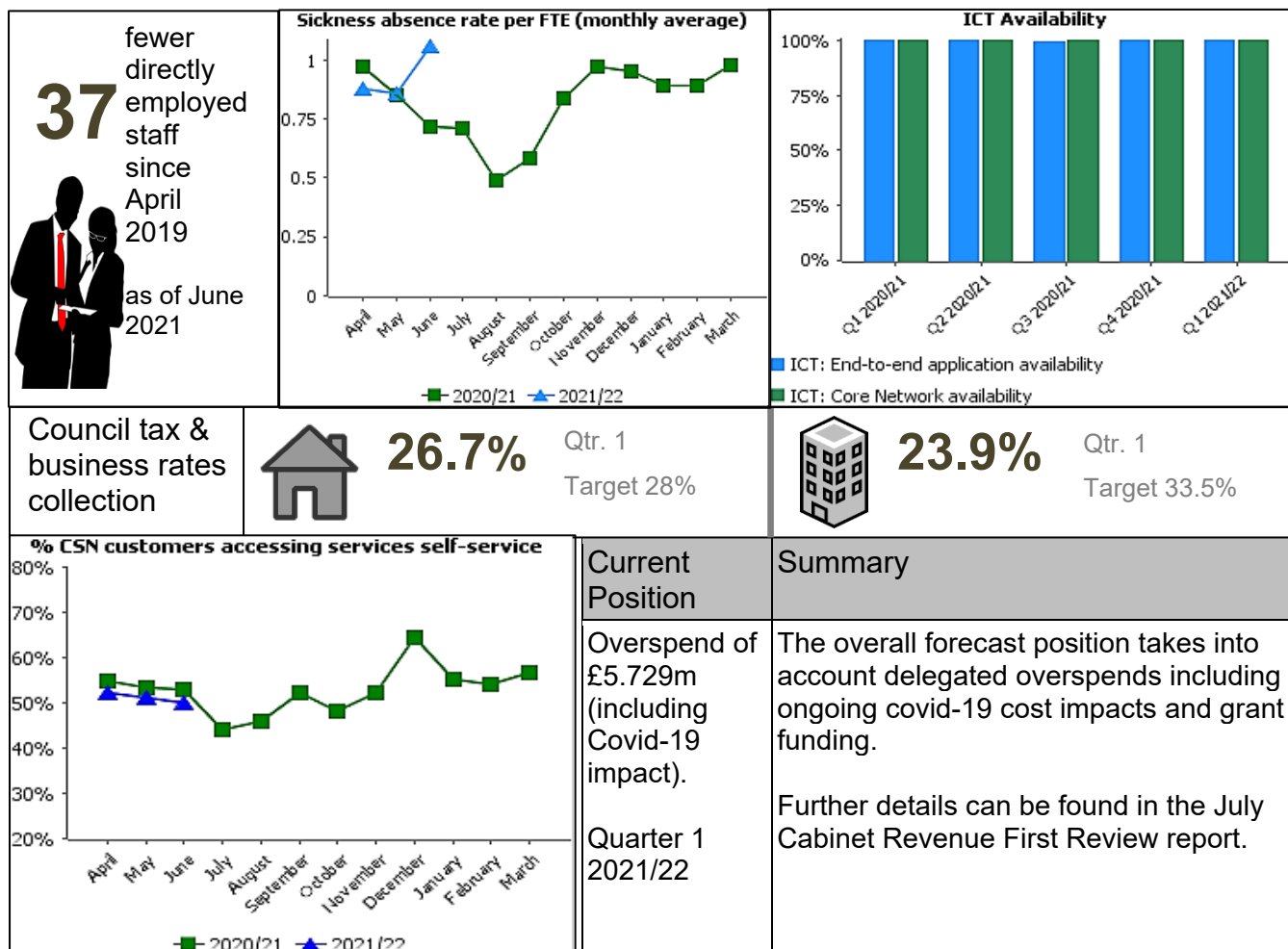
More residents participating in their communities – This commitment is about residents, including children and young people, being able to engage with and participate in their communities. In 2019/20 we widened our volunteering opportunities to support more people to volunteer in a more diverse range of volunteering activities. At the end of Quarter 1, there were 518 volunteers registered for volunteering across a range of volunteering activities including place-based activities, Libraries, Volunteer Chaperones, Events & Active Sunderland and other weekly programme activities. The greatest proportion was place based. There were 72 children and young people involved in TFC consultation activities that will inform the design, delivery or evaluation of services. In January 2020 'Crowdfund Sunderland' was launched enabling people to financially support local projects and causes through an online platform. 7 projects have been supported raising £74,472 for Sunderland projects in Quarter 1. We continue to engage people through Sunderland UK social media channels with 21,885 Facebook and 38,536 Twitter followers as at the end of March 2021.

More people visiting Sunderland and more residents participating in cultural events, programmes, and activities

– In previous years the number of visitors to the city has shown a continued upward trend. As the Coronavirus pandemic hit the UK in early 2020, however, cultural venues and events were particularly impacted due to the greater challenges of ensuring social distancing and safe delivery. Visitor numbers reduced from 9,490,000 in 2019 to 4,377,000 in 2020 and visitor spend reduced from £500m in 2019 to £219m in 2020. Many cultural and visitor attractions remained closed / cancelled after other sectors began recovery. The Empire Theatre remained closed in Quarter 1 and thus there were no visitors. The Museum and Winter Gardens re-opened mid-way through Quarter 1, on 17th May (shop having previously opened on 12th April), with 15,590 visitors by the end of June 2021. The Washington Arts Centre re-opened on 18th May and had received 5,923 visitors by the end of Quarter 1. There have however, been ways other than physical visits for people to enjoy culture, heritage, and arts in Quarter 1 through online events and exhibitions. There have been 1,875 views of *Paint the Town in Sound*, 70 views of *Heritage at Heart* and 261 views of *Dino Egg Hunt in Quarter 1*. There were 18 sessions of online classes delivered through the Washington Arts Centre engaging 106 people. During Quarter 1, Libraries opened all sites on reduced opening hours. 23,667 physical items were borrowed in this period with 402 new applications for membership during this time. There were over 8,382 digital issues from eBooks/eAudio, with 116 new customers. Libraries services delivered 7 online digital story time sessions and had 2599 views, 210 participants engaged, and a reach of 11,005 (likes and shares on social media). Three films were produced for Local History month with a total reach of 55,438 (Sunderland Antiquarians 338 views, Wearmouth Bridge 111 views & River Wear Commissions 102 views).

ORGANISATIONAL HEALTH

Good organisational health – strong financial management – productive and innovative working – a council ready for the future



Good organisational health and strong financial management – At the end of Quarter 1, there were 2,732 directly employed staff, 37 fewer compared with April 2019. We are committed to ensuring that we have a productive and healthy workforce, maintaining lower levels of sickness absence. The rise in sickness absence in Quarter 1 reflects the higher number of COVID cases in the area in the period. In March 2020, we responded to the COVID-19 pandemic swiftly to enable our workforce to work from home wherever possible, along with a wider COVID response. We are also working to deliver an employee engagement strategy that positions Sunderland City Council as an employer of choice. Business Rates Collection (at 23.9%) and Council Tax Collection (at 26.7%) are under the expected levels (of 33.5% and 28%) reflecting the impact of Covid-19 on our businesses and residents. We are enhancing our services to Council Tax and benefits customers by making it easier for customers to tell us about changes in their circumstances through online services with final testing taking place for online benefits change form. We are committed to maximising external funding and financing opportunities. There were 2 reports to the Information Commissioner's Office (ICO) by the Council in Quarter 1. Investigation for 1 of the 2 cases has been completed, the ICO concluded with no further action. Investigations are ongoing for the other case.

Productive and innovative working and a council ready for the future – As a Council we continue to deliver on the organisational change required to optimise productive and innovative working, to counteract financial uncertainty and respond to the new challenges brought by the COVID pandemic. We have been developing a new operating model to ensure that the council is as customer focused and effective as it can be and are currently reviewing all Corporate Support services with improvements being made to HR and ICT Services at present. The adoption and enhancement of digital technologies continues, with all our ICT users able to connect remotely with Windows 10 laptops and we now have 3,340 active Microsoft Teams Users (increased from 3,238 at the end of Quarter 4). We continue to invest in our digital technologies, particularly our website and digital platform to enable more and higher quality digital interaction with our customers, thereby promoting self-serve. During Quarter 1, the fully digitised service for Building Services went into live deployment as did several additional services relating to Taxi Licencing and Houses in Multiple Occupation. In Quarter 1, 51% of our Customer Service Network customers accessed services through self-serve – exceeding the target of 42%.

COMPLIMENTS, COMPLAINTS AND FEEDBACK

REPORT OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding compliments, complaints and feedback received by the council.
- 1.2 Liz St Louis, Assistant Director of Digital and Customer Services, will be in attendance at the meeting to provide Members with information and progress.

2. BACKGROUND

- 2.1 The council is committed to listening to those who use its services and learning from complaints and feedback to improve those services.
- 2.2 This report covers Quarter 1 of the financial year April 2021 – March 2022 and presents an overview across the full range of complaints and feedback received by the council.
- 2.4 In view of the importance to the council of ensuring an appropriate response is provided to all aspects of customer dissatisfaction it is timely for the Committee to receive an overview of complaints received across all council services.

3. CURRENT POSITION

- 3.1 It was agreed that following the presentation of the Annual Complaints and Feedback Report, further quarterly reports would be brought to Scrutiny Coordinating Committee. This would ensure Members were provided with the most current information available, to allow for the monitoring of themes and trends in a timely manner.

4 RECOMMENDATION

- 4.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding compliments, complaints and feedback received by the Local Authority.

CORPORATE SERVICES DIRECTORATE

Quarterly Report

Compliments, Complaints & Feedback

**For the period:
April – June 2021**

Introduction

This report from the Complaints and Feedback Team covers Q1 (April – June 2021).

This report brings together all compliments and complaints received by the council.

Together for Children (TfC) provide a six-monthly report on complaints regarding Children's Services, which is presented to the Children, Education and Skills Scrutiny Committee for detailed analysis. To ensure the Scrutiny Co-ordinating Committee has a complete overview of complaints made about council services, the report from TfC will be appended to the Compliments, Complaints & Feedback report in Q2 and Q4.

As TfC reports on a six-monthly basis it is not possible to include information in the quarterly graphs. However, where complaints are made to the Local Government Ombudsman regarding TfC they are included in the relevant Scrutiny report.

Sunderland Care and Support's report regarding complaints received about services will be appended to Compliments, Complaints & Feedback report on a quarterly basis.

The report also contains information about the Local Government and Social Care Ombudsman's Annual Review Letter to the council.

Part A of the report includes statistical data, which is presented in an updated, easy to view format.

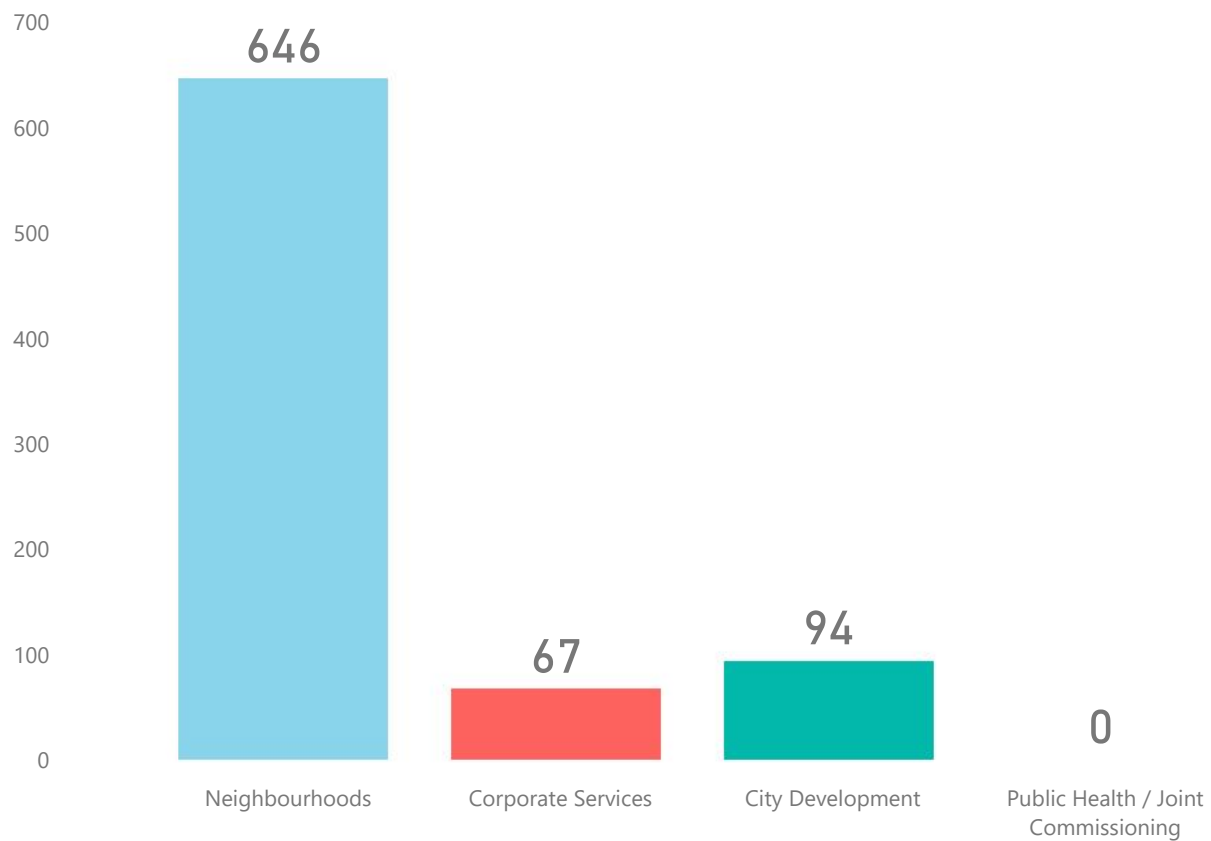
Part B of the report provides information on the different Compliments and Complaints Procedures that are used by the council to handle customer feedback.

Part C of the report includes further information on each service area within separate appendices.

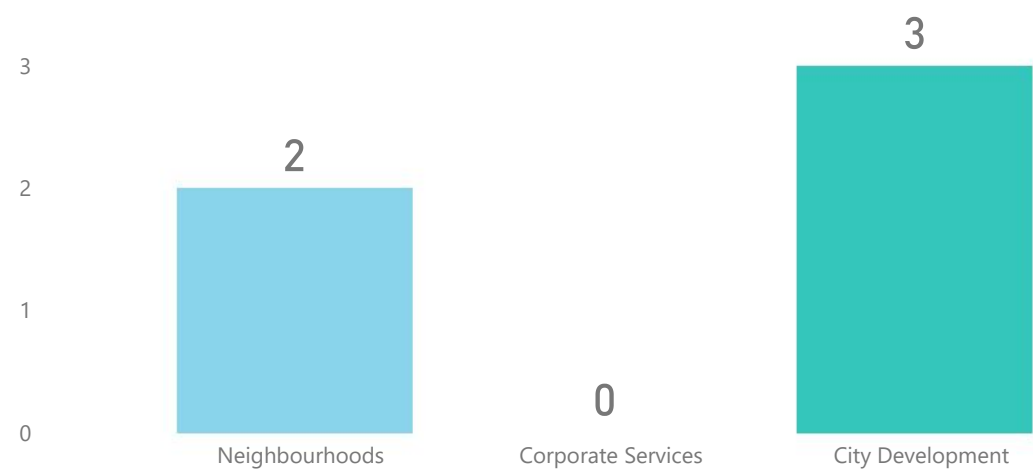
Complaints Overview



Corporate Stage One - 807



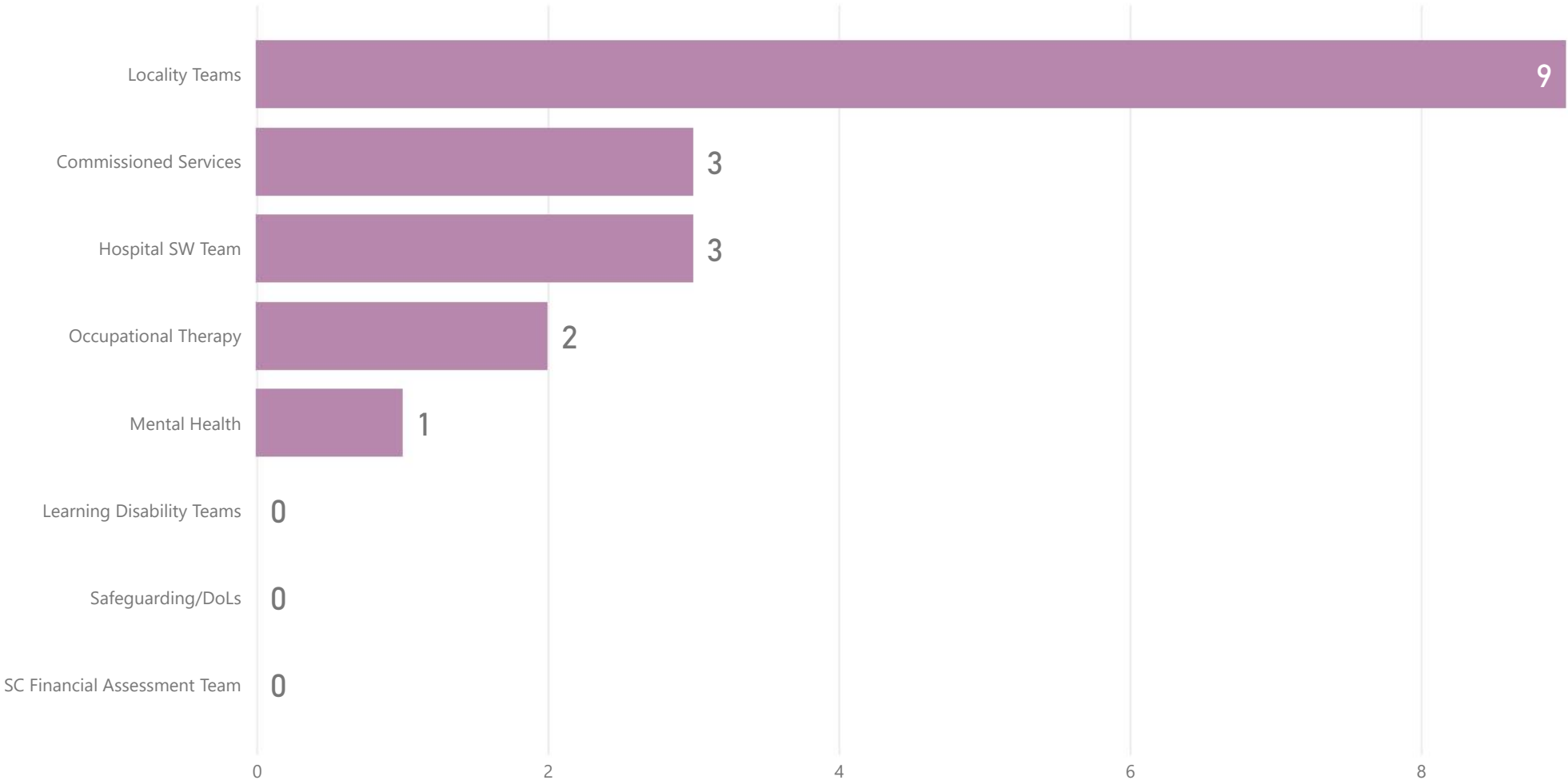
Corporate Stage Two - 5





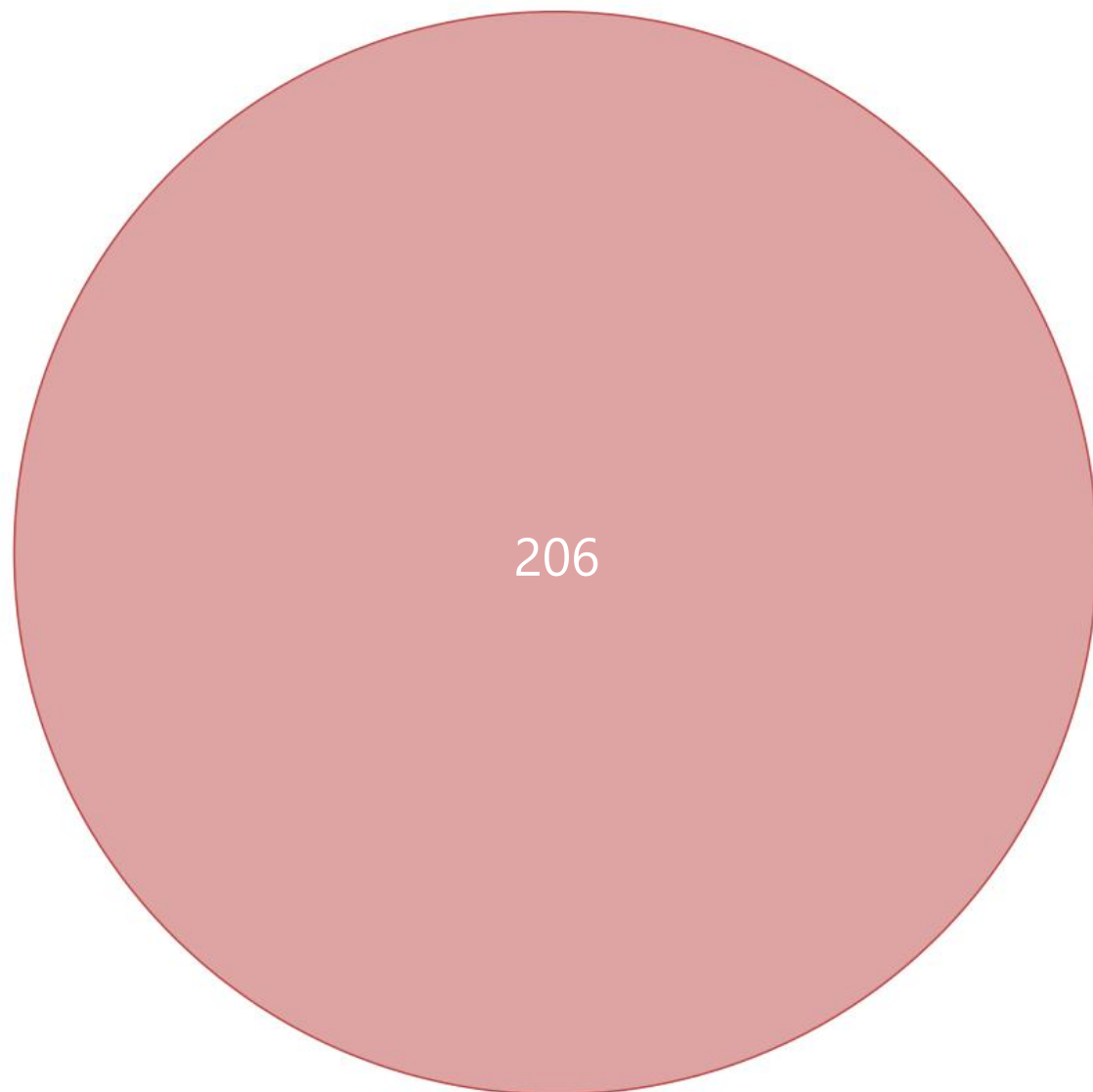
Complaints Overview

Neighbourhoods - Adult Statutory Social Care - 18



Compliments

Compliments - 206



Thank you for your help with my mam, I couldn't have done it without the backing of some fantastically dedicated people employed by our local authority in Adult Social Care

The lady who dealt with me (at the contact centre) was superb and not only resolved my issue gave me great advice going forward, thank you to her.

Customer would like to pass on her thanks to the pest control operative who visited her property today for treatment of mice, he was very helpful

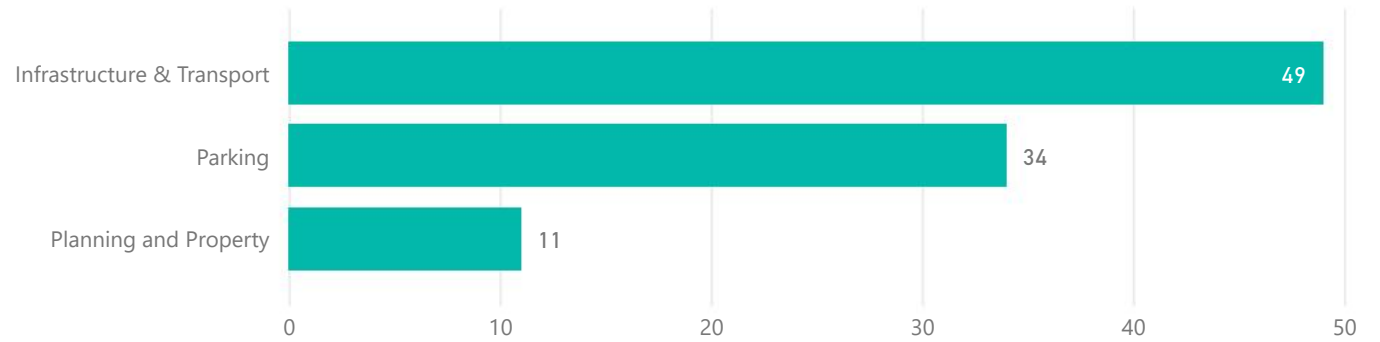
Thank you for the speed of service on the removal of our unused brown garden bin, many thanks to the crew member who collected this morning, very helpful and friendly

Customer would like to thank the litter pickers / street cleaners who keep the town centre tidy. They are really appreciated.

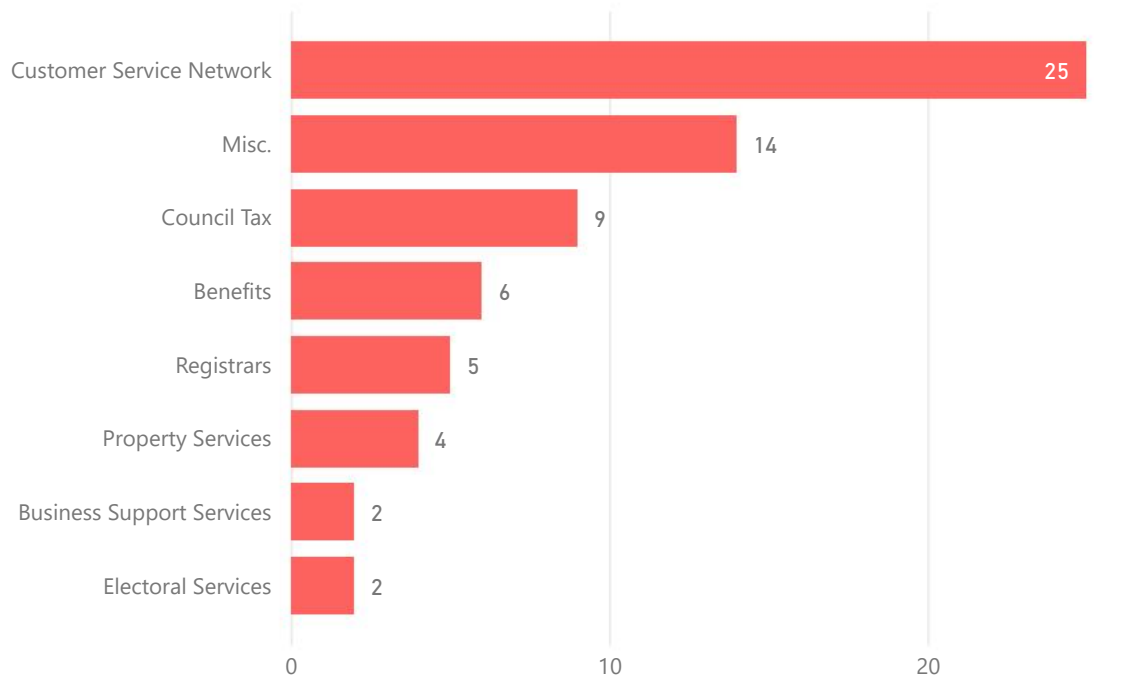
Customer would like to thank the traffic warden for doing a good job today paroling this area

Corporate Complaints Breakdown for Stage 1

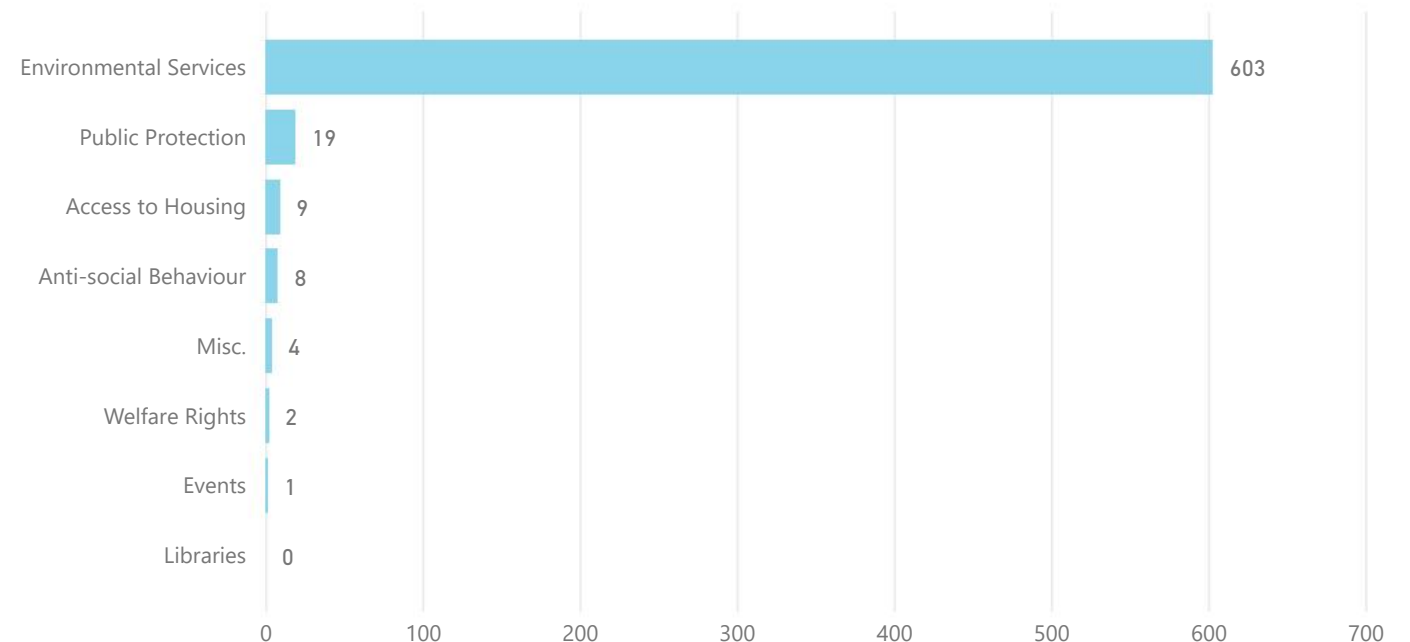
City Development - 94



Corporate Services - 67



Neighbourhoods - 646



PART B

Compliments

Compliments tell us what people like best about the services they receive. They also allow us to use this information to build those features into our services where possible and this helps us to continually improve levels of customer satisfaction. Compliments are logged centrally through the Complaints and Feedback Team.

Information on compliments is attached as **Appendix 1**

Complaints made to the Local Government and Social Care Ombudsman

The Ombudsman has a statutory responsibility for investigating complaints of maladministration about local councils. The Ombudsman will usually only consider a complaint after it has been through the council's complaints procedure and the customer remains unhappy. Complaints from the Ombudsman are made against the council including those about Children's Services.

Information about Ombudsman complaints is attached as **Appendix 2**

The Ombudsman provides the council with an annual Review Letter which is a summary of statistics about the complaints made to them regarding the council for the financial year. Information includes the number of complaints and enquiries received; decisions made; and the council's compliance with any recommendations.

Information about the Ombudsman's Annual Review Letter is attached as **Appendix 2a**

Corporate Complaints Procedure

How the procedure works:

There are two stages to the council's Corporate Complaints Procedure;

Stage One: These are dealt with by the relevant service area and should be completed within 25 working days. All responses advise the complainant that if they remain dissatisfied, they can refer their complaint to the Complaints and Feedback Team for review.

Stage Two (Review): Where customers remain dissatisfied with the response to their stage one complaint, they can request a review be undertaken by the Complaints and Feedback Team. Complainants are advised that, should they remain dissatisfied with the response at stage two, they can ask the Ombudsman to consider their complaint.

Information about Corporate complaints is attached as **Appendix 3.**

Statutory Procedures

Health and Social Care Complaints Procedure

Legislation & Regulations

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 provides for a single complaints process for all health and local authority *adult social care services* in England.

How the procedure works:

There is one stage to the Health and Social Care Complaints Procedure.

One Stage (Local Resolution by the Council): local resolution is about the council trying to resolve complaints quickly and as close to the source as possible. We acknowledge complaints within three working days and arrange for an appropriate manager to consider the issues and provide a response to the complainant.

Most complaints can be dealt with and resolved satisfactorily at the local resolution stage, however, if this is not the case, any unresolved concerns can be referred to the Ombudsman.

Information about Adult Statutory complaints is attached as **Appendix 4**

Sample of complaints received

At the previous Scrutiny Overview Committee, a request was made that future reports contain examples of the types of complaints received by the council. This would enable members to gain a sense of the content of the complaints, similar to what is already provided regarding compliments

A sample of complaints received is attached as **Appendix 5**

Sunderland Care and Support

Sunderland Care and Support is a Local Authority Trading Company, formed in December 2013, wholly owned by Sunderland City Council. The company has a board of directors appointed by the council (as the shareholder of the holding company).

Sunderland Care and Support offers care and support 24/7 to more than 6,000 vulnerable customers across a wide range of services including: Supported Living schemes for people with a Learning Disability, Mental Health needs; Autism or challenging behaviour; Day Services and Short Break care services; Intermediate Care and Reablement services; Sunderland Telecare; Community Equipment Service; and Home Improvement Agency.

How the procedure works:

Complaints are dealt with under the Health and Social Care Complaints Procedure. Some eligible complaints may fall outside this procedure and these complaints are considered as a corporate complaint.

A report from Sunderland Care and Support regarding all complaints received and handled by the service in Q1 is attached as **Appendix 6**

Children's Services Statutory Complaints

Legislation & Regulations

Statutory regulations were introduced by the Department for Education in 2006 entitled '*Getting the Best from Complaints – Social Care Complaints and Representations Procedure for Children and Young People*' to deal with complaints and representations made to Children's Services by children and young people (the regulations and guidance cover complaints and representations made by children and young people).

On 1 April 2017 *Together for Children*, the new company responsible for Children's Services in Sunderland came into operation. The statutory duty to deliver services for children remains with the council, who commissions the company to deliver services.

How the procedure works:

There are three stages to Together for Children's Complaints Procedure;

Stage One: An emphasis is placed on local problem solving. Complaints are acknowledged within three working days and responded to within 10 working days (with a possible extension to 20 working days in total).

Stage Two: If dissatisfied a complainant can progress their complaint to stage two. An investigation is undertaken by an Investigating Officer who has not been involved with the case. An Independent Person must be appointed to oversee the investigation, and these are commissioned externally. Investigations should be completed within 25 working days, although an extension of up to 65 working days is allowed.

Stage Three: This is an Independent Review Panel, comprising of an independent chair and two independent panel members. A panel must take place within 30 working days of receiving the request from the complainant. If a complainant remains dissatisfied, they can request a further investigation by the Local Government Ombudsman.

Appendix 1: Compliments

Compliments tell us what people like best about the services they receive. They also allow us to use this information to build those features into our services where possible and this helps us to continually improve levels of customer satisfaction.

	2019-2020	2020-21	2021-22
Q1 - Apr-Jun	152	245	206
Q2 - Jul-Sep	176	210	
Q3 - Oct-Dec	120	273	
Q4 - Jan-Mar	115	181	
	563	909	

The table below shows the service areas where compliments were received during Q1

	Q1
Adult Services	16
Anti-Social Behaviour	3
Council Tax	2
CSN	74
Environmental Health	5
Environmental Services	63
Events	0
Highways / Network Management	11
Housing Benefits	3
Housing Options	5
Libraries	0
Misc.	11
Parking Services	5
Planning	2
Registrars & Bereavement	6
	206

A sample of compliments received in Q1

Adult Services

Thanks again for letting me rant and trying to sort things out. You are by far the best Social Worker we have had. It has been the toughest year ever for our family so hopefully things will eventually get back to normal.

I would like to thank the OT for her input into the Blue Badge process for my mum. She was so understanding and supportive throughout the assessment for my mums Blue Badge. It makes all the difference

Thank you for your help with my mam, I couldn't have done it without the backing of some fantastically dedicated people employed by our local authority

Anti-Social Behaviour Team

I really appreciate your calls they really kept me going and it really helped speaking to everyone

This a fantastic positive step, especially given that the lines of communication between all parties was fraught to say the least! Thank you for all your advice and help with this

Council Tax

Thank you so much for all your help to explain how CTS worked and sorting out the council tax refund

Customer Service Network (CSN)

The service I received on the phone was perfect

The lady who dealt with me was superb and not only resolved my issue gave me great advice going forward, thank you to her

I feel she went above and beyond her duty to help resolve my enquiry. I would like to thank you for your help and excellent customer experience. thanks again

The staff member was clear, helpful and listened, he also showed understanding and was helpful.

Lady on phone was very helpful talked me through what I had to do - could not have done it without her, very pleased with the service I got

Derwent Hill

I just wanted to thank you for taking care of my son while he was with you this week with his school. He has enjoyed every minute and has made memories which will last a lifetime!

Environmental Health

Customer would like to pass on her thanks to the pest control operative who visited her property today for treatment of mice, he was very helpful

Customer said that the lads that went out were fantastic and the service is really worth it

Environmental Services – Cleansing and Ground Maintenance

I reported a dog fouling issue in my area and requested dog signs up to try help the situation. the environmental officer rang me to keep me posted which was unexpected but good and the signs were put up in very good time and I can already see a difference. Thank you.

I reported graffiti at the side of my property, and it was removed within 3 days. Cannot fault the property service

Customer would like to thank the litter pickers / street cleaners who keep the town centre tidy. They are really appreciated

Environmental Services – Refuse

Customer called to thank the crew today for taking away the rubbish after an ongoing issue. They were a great bunch of lads and have done an excellent job.

Thank you for the speed of service on the removal of our unused brown garden bin, many thanks to the crew member who collected this morning, very helpful and friendly

Customer had reported bin as missed, was very happy that staff came out to empty bin yesterday for him, wanted to say thank you for the quick return and service

Highway Asset Network and Network Management

Thank you so much for your very prompt reply and the kindness you have shown. I really appreciate the fact you have gone to the trouble to speak to Highways on my behalf. If this Country could rely on more people like yourself, we would be a Nation to be proud of

Highway Operations

Excellent work thanks, I reported the damage to the footpath, and it was sorted in a matter of days. Thanks for your assistance in this matter

Housing Benefits

Worker helped to complete an online application on behalf of my mam after my dad passed away, she was very helpful and a star she also informed council tax so I did not have to make more phone calls she done it all

Housing Options

I just wanted to send a message to thank you for everything you have done. I've been sick with worry for months and can see some light at the end of the tunnel

Parking Services

Customer rang to thank the camera car for patrolling her street yesterday morning, and was very grateful for their attendance

Customer would like to thank the traffic warden for doing a good job today paroling this area.

Planning

The worker has consistently been very helpful regarding queries I have had around a planning submission. While the outcome wasn't what I had hoped for he has suggested other routes which I could explore, going beyond what could reasonably be expected

Registrars and Bereavement

Many thanks for a delightful and well organised ceremony

Welfare Benefits

Customer wanted to express his thanks from the bottom of his heart for all the help and support he has had from this dept as well as the customer service staff in the CSN. They have been more than helpful, and he is so thankful for the help he has received

Welfare Rights

Thank you for the support and understanding during a stressful time. The worker helped compiled a case that was put before the DWP in the courts and was successful

Appendix 2

Complaints dealt with by the Local Government & Social Care Ombudsman

There were 4 complaints concluded by the Ombudsman for Q1. The table below shows the number of complaints together with comparative data for the previous year.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<i>Number of complaints 2021-22</i>
Q1	6	4	4
Q2	11	1	
Q3	6	7	
Q4	15	7	
	38	19	4

The table below shows the number of complaints concluded in each quarter for each Directorate.

	Q1	Q2	Q3	Q4	Total
City Development	2				2
Corporate Services	-				0
Neighbourhoods (Adult Social Care)	-				0
Neighbourhoods (other)	-				0
People, Communications & Partnerships	-				0
Together for Children	2				2
	4				4

The table below shows the total number of complaints received for each Directorate to date, how many of those complaints the Ombudsman chose to investigate; and from those investigations how many were upheld.

	Total Complaints made to the Ombudsman	Number closed after initial enquiries	Number Investigated by Ombudsman	Outcome of Investigation	
				Number upheld	% upheld rate
City Development	2	2	-		100%
Corporate Services	-	-	-		
Neighbourhoods (Adult Social Care)	-	-	-		
Neighbourhoods (other)	-	-	-		
People, Comms. & Partnerships	-	-	-		
Together for Children	2	-	2	2	
Total	4	2	2	2	

The Ombudsman's reference is included in brackets and the full report can be found on their website; www.lgo.org.uk

Detailed Investigations in Q1 (2)

Together for Children (19 018 285) – a complaint about a failure in policy and procedure and not meeting timescales.

Outcome: *Upheld – maladministration and injustice. The Ombudsman found that the Council's remedy from its statutory complaint's investigation did not adequately remedy the injustice suffered.*

Remedy Action: *Increase financial remedy.*

Together for Children (20 009 665) – a complaint that the Council failed to provide the support detailed in an Education, Health and Care Plan (EHCP) for a year.

Outcome: *Upheld – maladministration and injustice. The Ombudsman found that whilst some provision had been received during this time, the provision did not meet the detailed requirements of Section F of the EHCP.*

Remedy Action: *Increase financial remedy and provide an extra six nights of respite.*

Appendix 2a

Ombudsman's Annual Review Letter 2019-20

Introduction

The Local Government and Social Care Ombudsman has a statutory responsibility for investigating complaints of maladministration about local Councils. The Ombudsman writes to local authorities annually to feed back on their performance in dealing with complaints that the Ombudsman has received about them. The aim of the letter is to provide the Council with information to help it improve complaint handling, and to inform the improvement of local services for the public.

Mr Michael King, Local Government and Social Care Ombudsman for England has issued his annual review letter to the Council. A copy is attached at the back of this appendix.

Complaints made to the Ombudsman

Table 1 shows the breakdown of the 34 complaints that were received at the Ombudsman regarding Sunderland City Council. The table also provides a comparison to the previous year's figures.

Table 1	2017-18	2018-19	2019-20	2020-21
Adult Care	13	5	13	7
Benefits & Council Tax	7	5	9	3
Corporate & Other	2	8	4	5
Education & Children	30	15	21	12
Environmental Services & Public Protection	11	4	9	2
Highways & Transport	4	9	9	1
Housing	1	2	2	2
Planning & Development	3	6	6	2
Other	0	1	1	0
Total	71	55	74	34

Table 1a: compares the numbers of complaints received by the Ombudsman for Council's in the Northern Region for 2020-21.

Table 1a	Adult Care	Benefits & C/Tax	Corporate & other	Children's Services	Environ. Services	Highways	Housing	Planning	Other	Total
Durham	22	3	5	22	13	7	2	23	0	97
Northumberland	13	9	5	11	5	4	1	21	1	70
South Tyneside	9	1	4	9	5	1	5	5	1	40
Newcastle	11	5	3	3	8	5	4	0	0	39
Gateshead	3	0	3	9	2	4	5	8	2	36
Sunderland	7	3	5	12	2	1	2	2	0	34
North Tyneside	3	2	0	10	2	1	6	5	0	29

Decisions made by the Ombudsman

The Ombudsman then made decisions on 31 complaints. This is a different figure to the number received at the Ombudsman (34).

Table 2 sets out how these 31 complaints were decided. It also provides information on the previous year's figures for comparison.

Table 2	Incomplete or Invalid	Advice Given	'premature' complaints	Closed after Initial Enquiries	Detailed investigations	Total
2020-21	0	0	12	16	3	31
2019-20	6	2	30	27	11	76
2018-19	3	0	27	14	13	57
2017-18	4	1	31	20	11	67

Of the 31 complaints on which the Ombudsman came to a decision:

- 12 were referred back to the Council for local resolution, we term these 'premature'. These complaints are dealt with through the appropriate complaint's procedure. To avoid double counting we do not include these numbers in our own Ombudsman statistics but rather count them against the complaint procedure utilised.
- **19 complaints** were received from the Ombudsman at the Council. These are shown in the Ombudsman figures provided for *closed after initial enquiries* (16) and *detailed investigations* (3) as shaded in the table.

For information, *closed after initial enquiries* cases are those where the Ombudsman has made an early decision not to investigate the complaint. Sometimes the complaint will be outside the Ombudsman's jurisdiction for example where issues are already been considered through a court process.

Complaints received at the Council

Mr King emphasises in his annual letter that the statistics reflect the data held by his organisation and may not necessarily align with the data held by the Council. That is the case with the figures presented in this report.

Table 3 provides a comparison regarding the numbers of complaints received at the Ombudsman compared to those forwarded to the Council.

Table 3	Adult Care	Benefits & C/Tax	Corporate & other	Children's Services	Environ. Services	Highways	Housing	Planning	Other	Total
<i>Complaints received at the Ombudsman</i>	7	3	5	12	2	1	2	2	0	34
Complaints forwarded to the Council	6	1	3	4	2	1	0	2	0	19

Information on these 19 complaints has been reported to the Committee over the course of the previous year through the Complaints & Feedback Team quarterly reports.

Table 3a: compares the number of complaints received from the Ombudsman by Council's in the Northern Region.

Table 3a	Closed after initial enquiries	Detailed Investigations	Total
Durham	43	29	72
Northumberland	22	22	44
Gateshead	9	16	25
Newcastle	7	14	21
Sunderland	16	3	19
South Tyneside	11	7	18
North Tyneside	9	8	17

Detailed Investigations

For the period 2020-21 the Ombudsman carried out 3 detailed investigations regarding Sunderland City Council. Each of the complaints were about Adult Social Care with 1 of the investigations been upheld.

Table 4: provides comparative data regarding the number of detailed investigations carried out by the Ombudsman for Council's in the Northern Region together with upheld rates.

Table 4a	Total	Not Upheld	Upheld	<i>Uphold Rate (%)</i>	Average uphold rate (%) of similar authorities
Durham	29	8	21	72%	63%
Northumberland	22	12	10	45%	63%
Gateshead	16	10	6	38%	72%
Newcastle	14	4	10	71%	72%
North Tyneside	8	2	6	75%	72%
South Tyneside	7	4	3	43%	72%
Sunderland	3	2	1	33%	72%

Compliance with recommendations

The Ombudsman recommends ways for authorities to put things right when faults have caused injustice and it monitors authorities regarding their compliance with its recommendations. The Ombudsman notes that failure to comply is rare and a compliance rate below 100% should be viewed as a cause for concern.

For the year 2020-21 Sunderland City Council has recorded a 100% compliance rate.

Satisfactory remedy provided by the authority

The Ombudsman encourages the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

In respect of upheld cases the Council had not provided a satisfactory remedy before the complaint reached the Ombudsman. This compares to an average of 11% in similar authorities. However, this should also be viewed in the context of only 1 complaint being upheld by the Ombudsman for the year 2020-21.

Local Government & Social Care OMBUDSMAN

By email

Mr Melia
Chief Executive
Sunderland City Council

Dear Mr Melia

Annual Review letter 2021

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

Complaint statistics

This year, we continue to focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have focused statistics on three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data will be uploaded to our interactive map, Your council's performance, along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the resource with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

Supporting complaint and service improvement

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver an online complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MK' followed by a stylized flourish.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Corporate Complaints

Stage One

The table below shows the number of Stage One corporate complaints together with comparative data for the previous two years.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<i>Number of complaints 2021-22</i>	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Q1	704	636	807	+27%	97%
Q2	770	804			
Q3	684	560			
Q4	502	689			
	2660	2689			

The 807 complaints received this quarter are broken down into Directorates in the table below;

	City Development	Corporate Services	Neighbourhoods	Public Health/ Joint Commissioning	Total
Q1	94	67	646	0	807
Q2					
Q3					
Q4					

Neighbourhoods

Service Area	Q1	Q2	Q3	Q4	Total
Environmental Services	603				
Libraries	0				
Access to Housing	9				
Anti-social Behaviour	8				
Welfare Rights	2				
Public Protection	19				
Events	1				
Misc.	4				
	646				

Environmental Services

Complaints in respect of Environmental Services make up 93% of the complaints made against the Neighbourhoods Directorate this quarter. The table below provides a breakdown of the service areas within Environmental Services.

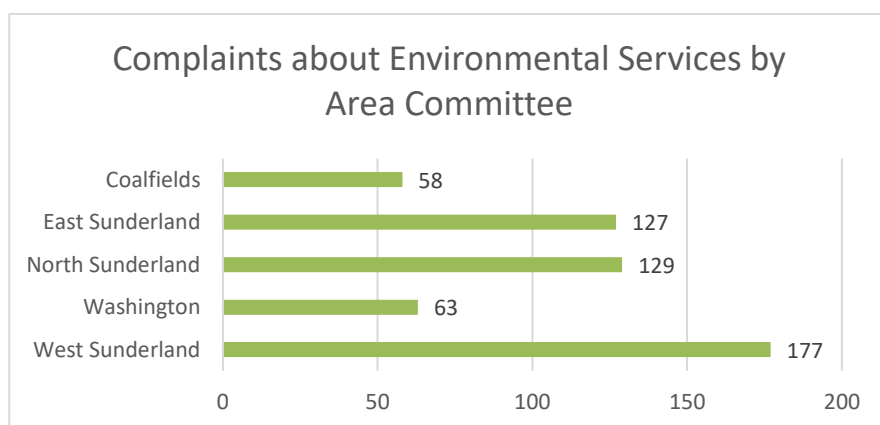
Environmental Services	Q1	Q2	Q3	Q4	Total
Refuse: <i>non/late delivery of bins & caddies/missed bins</i>	477				
Bereavement: <i>maintenance of cemeteries/ crematorium</i>	8				
Street Cleaning: <i>fly tipping/dog bins</i>	76				
Trees, fixed play, trade waste: <i>grass cutting/ tree pruning</i>	17				
Enforcement: <i>Fly tipping/littering/dog fouling</i>	14				
Waste Management: <i>Beach Street Depot – staff attitude/permits</i>	11				
	603				

Refuse Complaints

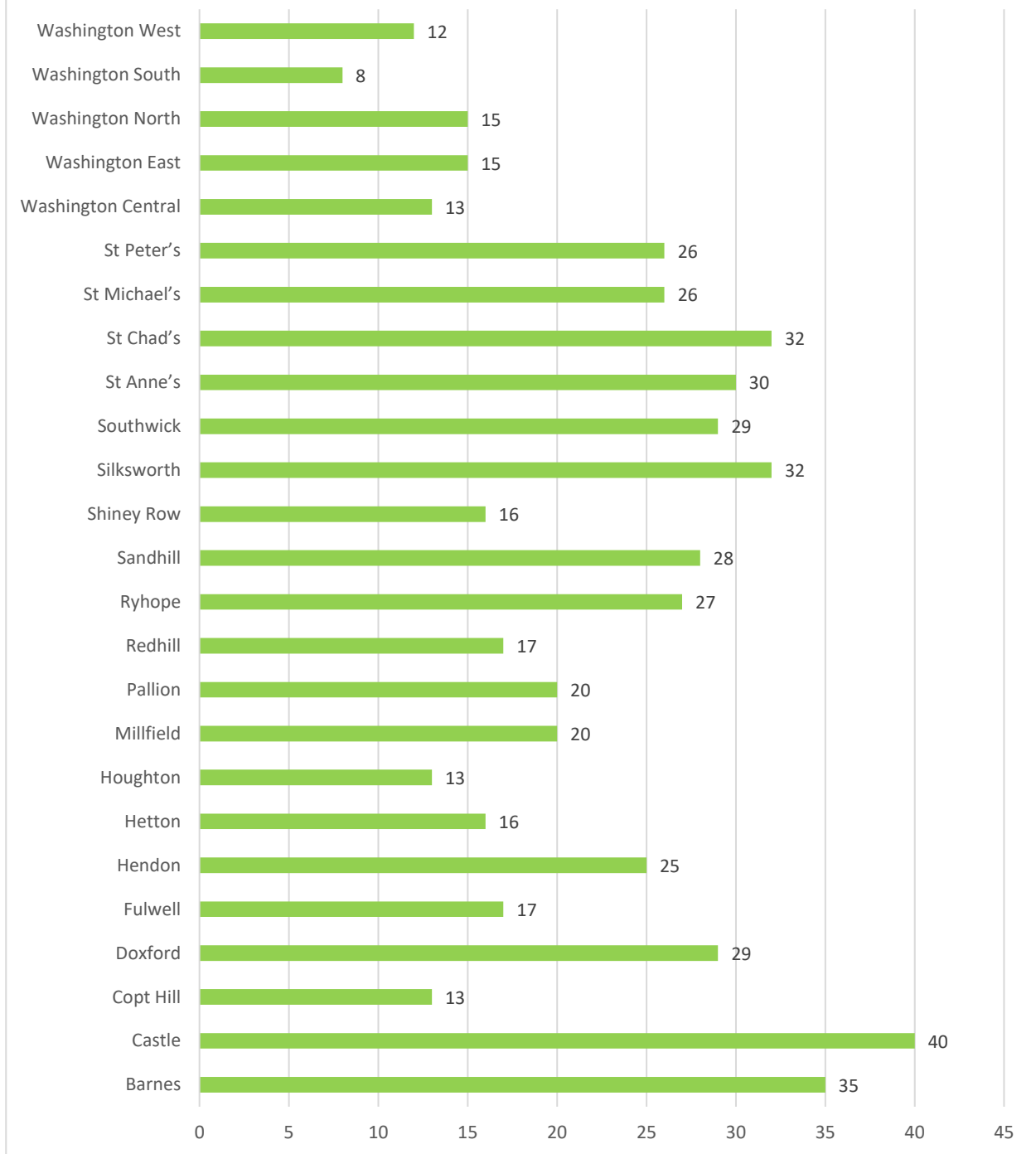
Of the 603 complaints received for Environmental Services, 477 (79%) were about issues to do with refuse collection. This should be viewed in context; in any quarter the council will service approximately 1.6 million containers, therefore this number of complaints represents only 0.03% of activity for this service area. The table below contains a breakdown of complaints about refuse.

	<i>Number of Complaints for 2019/20</i>	<i>Number of Complaints for 2020/21</i>	Number of Complaints for 2021-22	% change from previous year
Q1	433	419	477	14%
Q2	464	519		
Q3	454	340		
Q4	232	398		
	1583	1676		

At the previous Scrutiny Coordinating Committee, a request was made by Members for information to be provided about Environmental Services complaints by Ward area and also by Area Committee. Tables including this information are set out below.



Complaints about Environmental Services by Ward



City Development

Service Area	Q1	Q2	Q3	Q4	Total
Planning & Property	11				
Infrastructure & Transport	49				
Parking	34				
	94				

Planning & Property

Complaints about this service area were regarding issues to do with general Planning issues, failure to follow processes, enforcement action.

Infrastructure & Transport

Complaints about this service area were regarding road resurfacing, footway repairs, traffic calming/restrictions and potholes.

Parking

Complaints about this service area were regarding car parks, the actions of the Civil Enforcement Officers (CEO), and lack of communication and Parking Permits.

Corporate Services

Service Area	Q1	Q2	Q3	Q4	Total
Council Tax	9				
Customer Service Network	25				
Benefits	6				
Property Services	4				
Business Support Services	2				
Registrars	5				
Electoral Services	2				
Misc.	14				
	67				

Council Tax

Complaints about this service area were regarding general issues about Council Tax, incorrect information, Business Rates, payment issues and wrong action taken.

Customer Service Network

Complaints regarding the Customer Service Network (CSN) make up 37% of complaints made during this quarter. Again, the number of complaints should be viewed in context. The CSN handled 373,066 contacts this quarter; 25 complaints represent a dissatisfaction rate of 0.007%. Complaints about this service area were regarding staff attitude, lack of communication and general issues around contact.

Stage Two - Review

Where customers remain dissatisfied with the response to their stage one complaint, they can request a review be undertaken by the Complaints and Feedback Team. 5 Reviews have been concluded in this quarter.

The internal timescale for completing Reviews is 25 working days. More complex cases may require further time to complete with the aim of within 65 working days.

Stage 2 Reviews	Number of Reviews 2019/20	Number of Reviews 2020/21	Number of Reviews 2021/22	% responded to within 25-day timescale
Q1	5	3	5	60%
Q2	7	6		
Q3	8	5		
Q4	11	7		
	31	21	5	

The reviews were in respect of services within the following Directorates;

Directorate	Q1	Q2	Q3	Q4	Total	Comparison Figures for previous year 2020/21
City Development	3				3	10
Corporate Services	0				-	7
Neighbourhoods	2				2	4
	5				5	21

Outcome of Stage 2 Reviews

Complaint Outcomes	Q1	Q2	Q3	Q4	Total	Comparison Figures for previous year 2020-21
Upheld in full	1				1	2
Upheld in part	0				-	6
Not Upheld	2				2	13
Unsubstantiated	1				1	-
Not Eligible	1				1	-
Withdrawn	0				-	-
	5				5	21

Reviews upheld in Q1 (1)

Bereavement Services – a complaint about the destruction of a relative's casket containing ash remains, during preparations undertaken for a further burial within the grave plot.

Outcome: From the outset the council accepted responsibility for the events as set out in complaint and offered unreserved apologies to the family and met all associated costs. To recognise the distress to the family the council has offered a memorial service at a time of the family's choosing and a more lasting memorial in the form of a memorial bench or tree. As an alternative, the cash equivalent to the value of the memorial was also offered.

Appendix 4: Adult Social Care

The table below shows the number of complaints received together with comparative data for the previous two years.

Complaints received in Q1 regarding adult social care services.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	Number of complaints 2021-22	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Apr-Jun	24	10	18	+80%	56%
Jul-Sep	21	15			
Oct-Dec	20	32			
Jan-Mar	16	19			
Total	81	76			

The complaints were about the following issues;

Nature of Complaints	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for pervious year 2020-21</i>
Actions of worker	1				1	17
Assessment Disagreement	2				2	4
Care Practice Issues	3				3	8
Communication	2				2	9
Delay	2				2	4
Equipment Issues	-				-	1
Finance	3				3	14
Lack of Choice	2				2	0
Quality Issues	3				3	8
Actions of residents	-				-	1
Lack of help/support	-				-	10
	18				18	76

The complaints were made regarding the following service areas;

Service Area Involved	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for pervious year 2020-21</i>
Mental Health Service	1				1	11
Hospital SW Team	3				3	5
Learning Disabilities Service	-				-	9
SW Locality Teams	9				9	21
Occupational Therapy Service	2				2	8
Financial Assessment Team	-				-	4
Commissioned Services	3				3	17
Financial Safeguarding Team	-				-	-
Safeguarding Adults/DoLs	-				-	1
	18				18	76

Outcome of complaints

	Q1	Q2	Q3	Q4	Total	Comparison Figures for previous year 2020-21
Upheld in full	3				3	13
Upheld in part	1				1	12
Not Upheld	5				5	35
NE/WD/OTH**	5				5	14
Ongoing	4				4	2
	18				18	76

**not eligible/withdrawn/other

In Q1 there were 3 complaints (17%) that were upheld in full and information about these is included below.

- ***A complaint relating to the quality, safety and reliability of home care provision.***

The care provider met with the complainant to discuss their concerns and also provided a written response. The council offered its apologies for the poor quality of service, which had clearly fallen below the standard expected. A number of issues were also addressed under the Council's safeguarding procedures.

- ***A complaint about the service provided by a home care agency in particular the length of calls and the quality of care.***

Apologies and explanation offered. The effects of the pandemic had resulted in additional challenges for agencies in delivering care and this had impacted on the service delivered. As an outcome the complainant wanted to know that standards of care would improve. The council's Commissioning Team were aware of the issues raised in the complaint and met regularly with the care agency to monitor the quality of service provided.

- ***A complaint about the council continuing to take a direct debit payment despite the complainant requesting this be ceased. The requested refund was then subject to a delay.***

Administrative errors on the part of the council had resulted in a delay in making the refund payment. Apologies were offered and the refund was processed as a matter of urgency.

Appendix 5: Complaints

A sample of stage one complaints received in Q1 is included below. Outcomes for the complaints varied from not upheld, partially upheld and upheld.

Anti-Social Behaviour

Customer has been having ongoing issues with neighbour, he has been reporting ASB complaints filling in the diary sheets, but he is not getting any feedback as to what is happening, and the noise just continues.

City Wide Services

I've been unable to download a waste permit for Beach Street though I've tried a few times. I think there is a problem with the system

Customer wishes to complain that there's a permit system in place to access the tip site

Council Tax

I contacted yourselves by email in connection about our recent council tax bill. I wanted to question our present band and wanted to know the procedure to do this. But we haven't received a response from yourselves

Customer Service Network:

Trying to make a payment for bulky waste collection, when the payment system put me through to an advocate the advocate cuts me off

Telephoned to discuss council tax direct debit. Stated worker was rude to her and hung up on her before she had finished with her queries. She is not happy with his attitude and the service we have provided

2 queries Track & Trace Payment & Council Tax Advisor did not listen, she was argumentative and did not deal with my query in a manner I thought was appropriate.

Environmental Services

All 3 toilets along the sea front are closed and without any notice on the toilets prior. The customer says that they have been open for months and all of a sudden, they have been closed

Customer rang to report the seagulls in the area where she lives and all of the bird droppings in the area. The back lane, cars and washing are covered in bird droppings. Customer is not happy at the fact the Council will not do anything about it

Roker Park boating lake is an absolute mess. The lake is full of rubbish, grass twigs, etc.

The customer says that none of the bins within Silksworth Park are being emptied as both the dog and litter bins are full, because of this there is a big up of rubbish and dog waste bags being dumped / left around

Customer rang to complain that the signs for the dog control orders have been removed from the beach, he was very annoyed on the phone, and witnessed a dog owner letting her dog foul and did not pick it up.

The customer says that she is reporting rubbish every day in the back lane and feels like enforcement isn't doing anything about it when it's clear it is coming from the business.

Customer says that he believes the brown bin has been split due to the mechanism - customer is disputing having to pay the fee as he believes this has been done overtime by the crew

My bin gets emptied on a Friday. You state on your website that bins must be out for collection by 7.30am. You decide to collect and empty it at 6.48am my bin wasn't out at that time.

Requested trees to be cut back over a year ago and was told that the trees would be pruned back by the end of May 2021 - The trees have still not been cut back

Highway Operations

I've recently been in touch with the council about a cracked paving slab in front of my house It has now been removed and replaced with tarmac. Surely this isn't the correct repair? It looks terrible in the street.

Housing Benefits

Failure to provide any correspondence in regard to track and trace support payments. Despite several promises made over the phone the last 7 times I have called to get a resolution

Housing Options

I requested to be put in a higher band with the allocations team yet that has not been accepted although my son has a disability

Parking

A complaint regarding the lifts in Saint Marys Car park - herself and her husband were unable to call the lift, both from the 2nd floor and the Ground floor

Planning

Customer has been trying to contact the Planning Department but when he has been transferred there has been no one in the office to take his call. Customer has been advised to email and would be called back but again has emailed numerous times and has still not been contacted

Registrars & Bereavement Services

The lady requested and paid for a fast-track birth certificate. This was collected by royal mail from the civic the following day. However, the lady has not received it

Transport Development

The new E-scooters next to the Cambridge pub - people are using them and taking them around the carpark and causing a nuisance driving them around

Appendix 6:

REPORT TO SUNDERLAND CITY COUNCIL'S SCRUTINY COORDINATING COMMITTEE

SUNDERLAND CARE AND SUPPORT LIMITED (SCAS)

COMPLIMENTS & COMPLAINTS Q1 2021-22 (APRIL-JUNE) UPDATE

1 PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide an update to Sunderland City Council's Scrutiny Coordinating Committee on recent performance activity in relation to SCAS compliments and complaints.

2 RECOMMENDATION

- 2.1 The Council's Scrutiny Coordinating Committee are requested to note the contents of the report.

3 OUR APPROACH

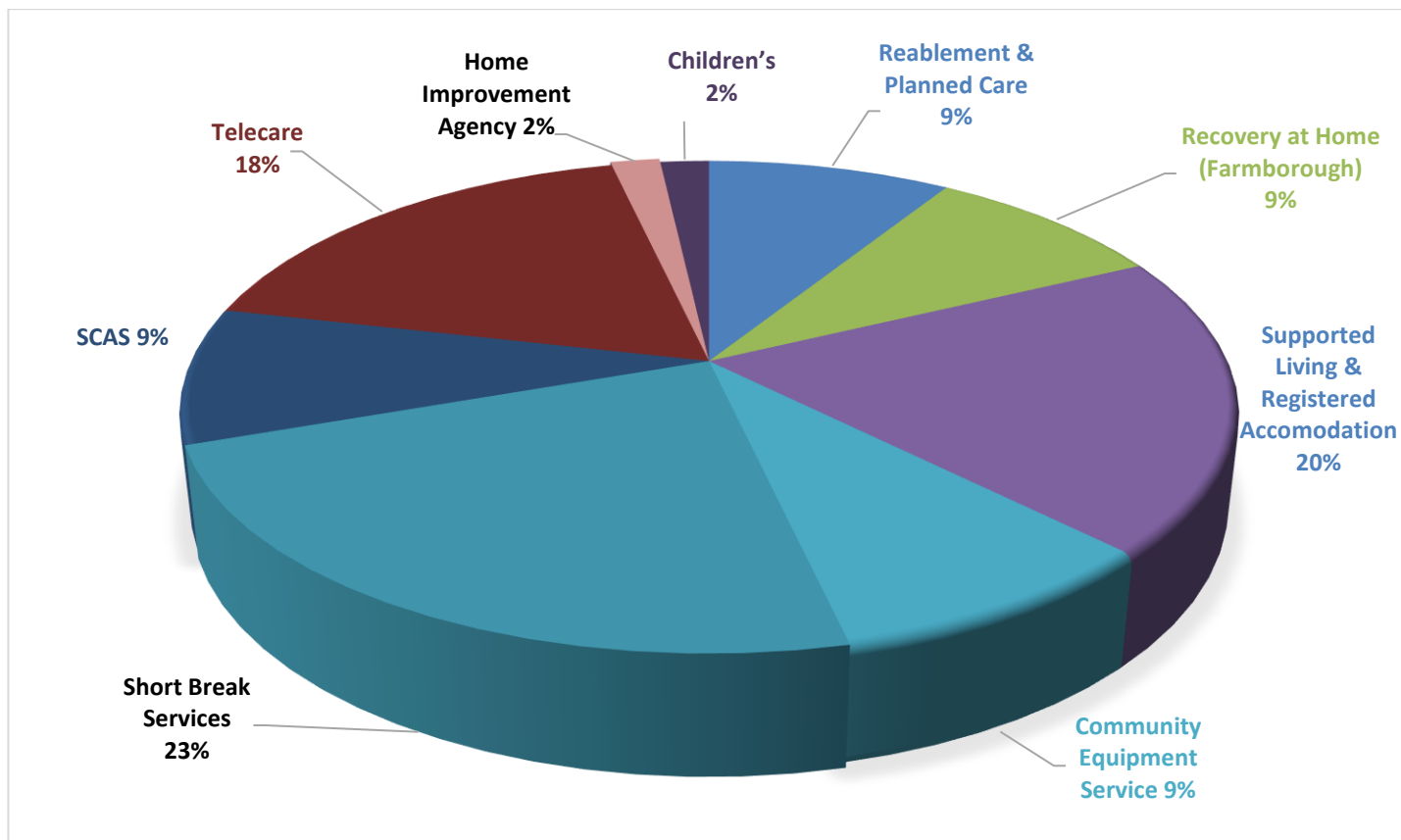
- 3.1 Sunderland Care and Support Limited takes pride in the high-quality services we provide our customers.
- 3.2 We pro-actively welcome both positive and negative feedback from all of our customers and view this as our opportunity to learn and to improve; and recognise that such feedback helps us to corroborate the standard of service our customers receive.
- 3.3 This reporting period has been quite extraordinary given that it covers the Government's third National Lockdown for England.
- 3.4 But despite this scenario, the Company has continued to deliver within what have been extremely challenging circumstances, using creative means to ensure that we have supported our customers both in the community and in and out of the hospital pathway.

4 COMPLIMENTS

- 4.1 It is of note that a total of **56 compliments** were received from **1st April to 30th June 2021**; nearly **37%** (x15) **greater** than those recorded in the previous quarter (x41); but were around **28%** (x21.5) **lower** than the median average of x77.5 per quarter noted over the year (April 20-March 21) and around **45%** (x46) **lower** than the median average of x102 per quarter noted for the previous year (April 2019-March 2020).

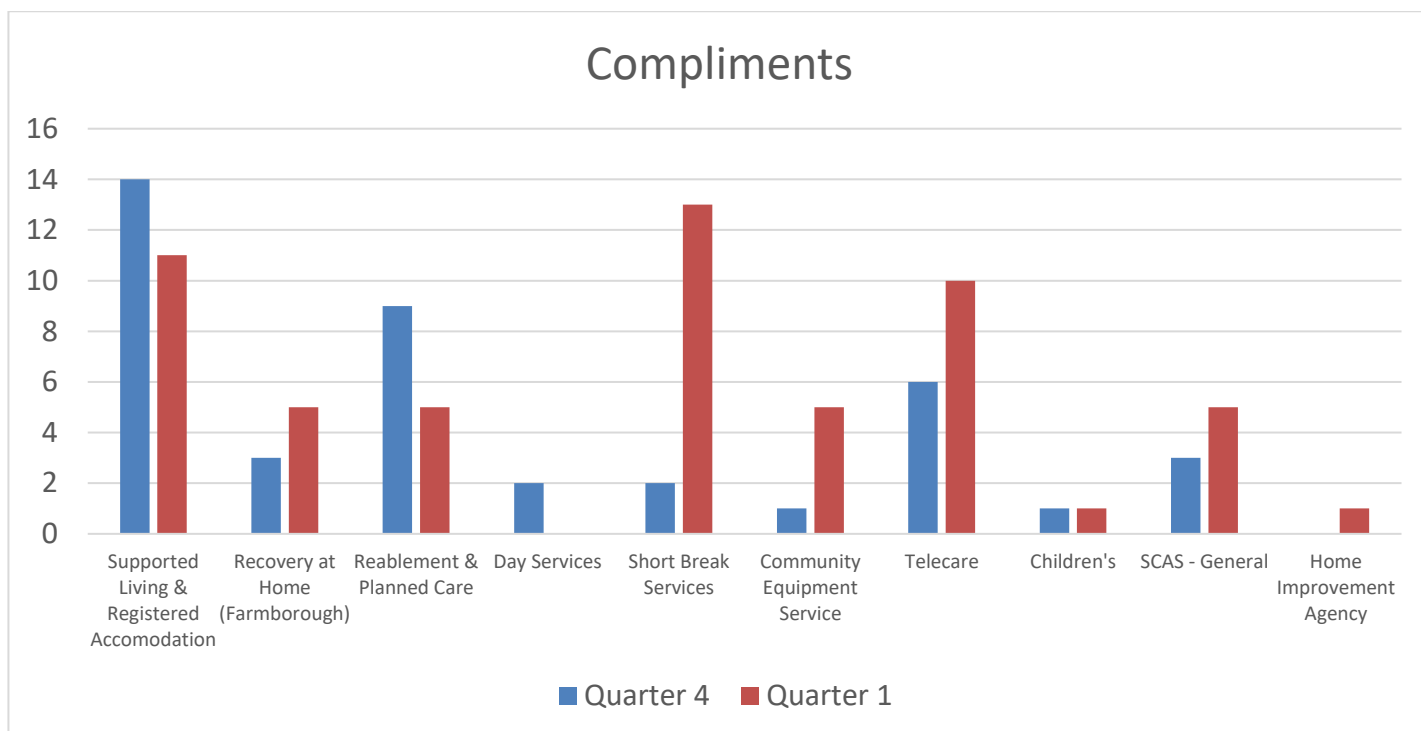
4.2 Quarter 1 Compliments Breakdown - Distribution

Compliments received during the quarter were distributed across the following service areas:



- **Short Break Services:** 13 (23%) – **eleven more** than the previous quarter
- **Supported Living & Registered Accommodation:** 11 (20%) – **three less** than the previous quarter
- **Telecare:** 10 (18%) – **four more** than the previous quarter
- **Reablement & Planned Care:** 5 (9%) – **four less** than the previous quarter
- **SCAS - General:** 5 (9%) – **two more** than the previous quarter
- **Recovery at Home (Farmborough):** 5 (9%) – **two more** than the previous quarter
- **Community Equipment Service:** 5 (9%) – **four more** than the previous quarter
- **Children's:** 1 (2%) – **no change**
- **Home Improvement Agency:** 1 (2%) – **one more** than the previous quarter
- **Day Services:** 0 (0%) – **two less** than the previous quarter

4.3 Quarter 1 Compliments Breakdown - Previous Quarter Comparison



It is of note that during the quarter, 70% of Service Areas received more compliments or achieved the same number of compliments as received during the previous quarter, with remaining areas only seeing slight reductions in the number of compliments received.

Also, during the quarter, the City has been experiencing the continuing impact of the Global Covid-19 Pandemic, therefore we wouldn't have expected to see as many customers taking the time to offer their feedback.

4.4 Quarter 4 Compliments Breakdown - Synopsis

Praise during the quarter was extensive, highlights of which included:

- **Supported Living** – recognition for the 'amazing' service, 'real engagement' and 'personal attention' provided by team members, 'enriching' the lives of their customers
- **Recovery at Home / Farmborough Court** – recognition of the help, understanding and patience of staff
- **Reablement** – thanks for the 'brilliant' care provided by team members supporting the customer to return and remain in her own home
- **Short Break Services** – appreciation for the service provided by 'fantastic' staff doing their 'very best' for customers
- **CES** – a note of thanks in recognition of how 'extremely impressed and grateful everyone was' with the excellent service provided by the team.
- **Telecare** – appreciation of the 'excellent' service & 'peace of mind' provided by staff
- **Children's** – recognition for 'such dedicated staff' 'taking such good care' of customers

4.5 Customer Satisfaction Consultations

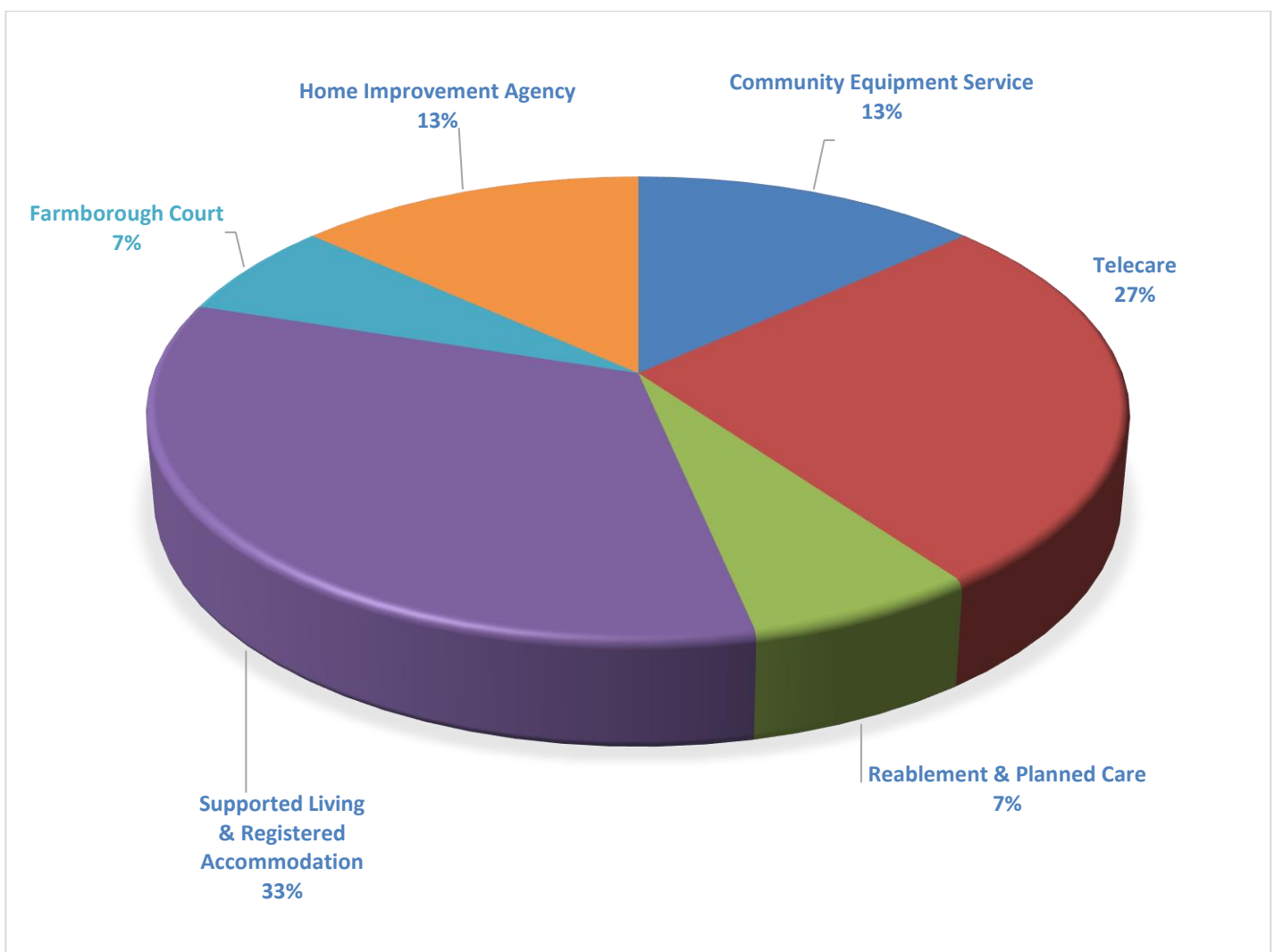
Our Supported Living Services also received **sixteen** positive responses from customers and their families via proactive customer satisfaction consultations during the reporting period.

5 COMPLAINTS

5.1 It is of note, that despite the continuing Pandemic, only **15 complaints** were received by the Company from 1st April to 30th June 2021; around **21%** (x4) **less** than were recorded over the previous quarter – only around 3.4% (x0.5) greater than the median average of x14.5 per quarter noted over the year (April 20-March 21), but around 61.5% (x24) less than the median average of x39 per quarter noted for the previous year (April 2019-March 2020).

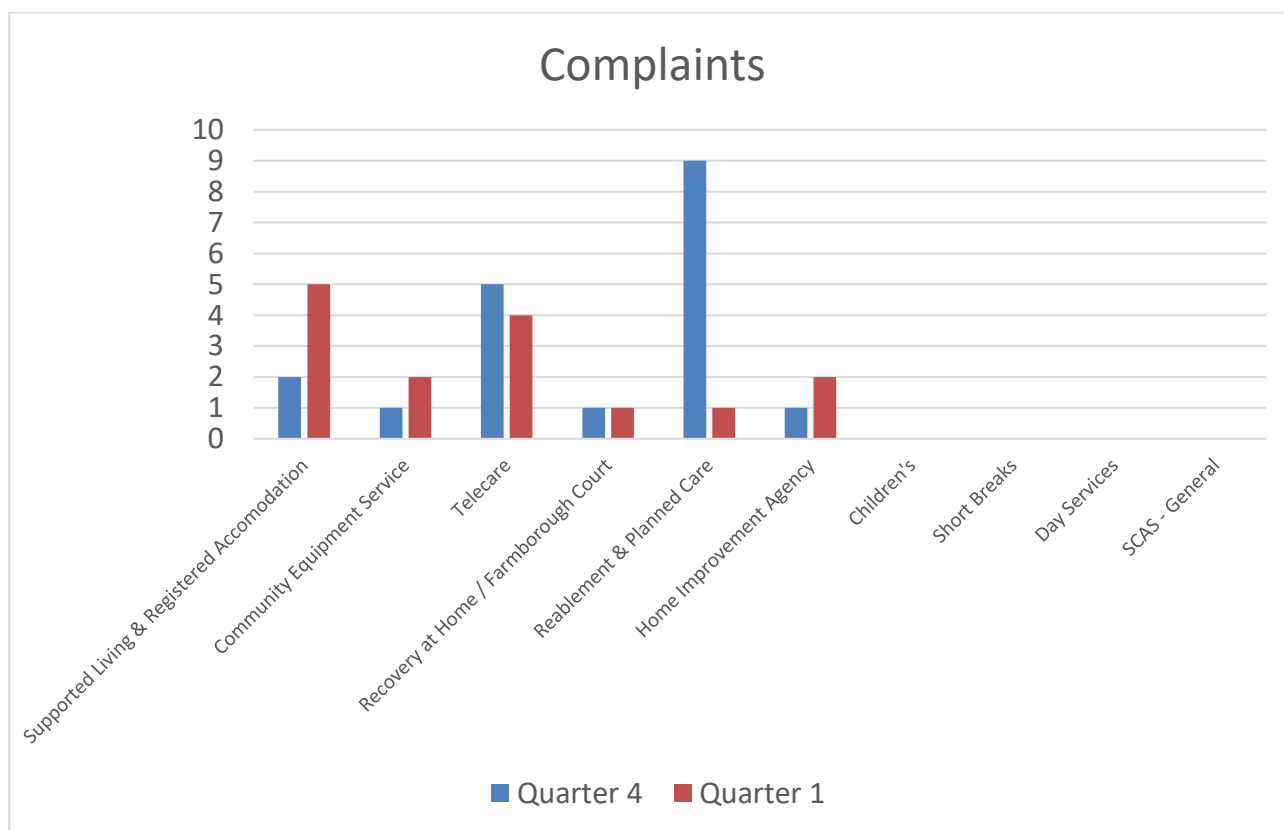
5.2 Quarter 1 Complaints Breakdown – Distribution

Complaints received during the quarter were distributed across the following service areas:



- **Supported Living & Registered Accommodation: 5 (33%) – three more than the previous quarter**
- **Telecare: 4 (27%) – one less than the previous quarter**
- **Home Improvement Agency: 2 (13%) – one more than the previous quarter**
- **Community Equipment Service: 2 (13%) – one more than the previous quarter**
- **Reablement & Planned Care: 1 (7%) – eight less than the previous quarter**
- **Recovery at Home / Farmborough: 1 (7%) – no change from the previous quarter**
- **Short Break Services: Zero (0%) – no change from the previous quarter**
- **Day Services & Short Break Services: Zero (0%) – no change from the previous quarter**
- **Children's: Zero (0%) - no change from the previous quarter**
- **SCAS - General: Zero (0%) - no change from the previous quarter**

5.3 Quarter 1 Complaints Breakdown - Previous Quarter Comparison



It is of significance that **70% of Service Areas** either received **zero complaints** or **less complaints** than were noted over the previous quarter, with only our **Supported Living & Registered Accommodation, Community Equipment, Telecare, Farmborough Court, Reablement & Planned Care Services** and **Home Improvement Agency** receiving any complaints during the period.

Our **Supported Living & Registered Accommodation and Community Equipment Services** noted slight **increases** in the number of complaints received when compared against figures for the previous quarter.

It is also of note that nearly **29%** of these particular **complaints were not upheld**, with only around **43%** being **upheld in-full**, **14%** **upheld in-part** and the remaining **14%** **in the process of being resolved**.

In contrast, **Telecare** and **Reablement & Planned Care** services noted **reductions** in the number of complaints they received; **Children's, Short Breaks & Day Services** saw **zero complaints** during the period and no complaints were noted for SCAS generally.

However, it is worth bearing in mind that due to the continuing impact of the Global Covid-19 Pandemic the Company would not have expected to see as many customers taking the time to offer their feedback.

5.4 Quarter 1 Complaints Breakdown - Resolution

Of **all** complaints received during the period, **nearly 27%** (x4) were **not upheld**, **20%** (x3) were **upheld in-part**, **around 47%** (x7) were **upheld in-full** and nearly 7% (x1) noted to remain in the process of being resolved.

There were only two complaints requiring (Step 2) Formal resolution, no complaints requiring (Step 3) External resolution and no non-SCAS complaints noted during the period.

No non-SCAS complaints were noted during the period.

5.5 Previous Quarters - Complaints Breakdown - Resolution

It was noted that a complaint requiring Step 2 (Formal) resolution from the previous quarter remained open to SCAS 'Tell Us What You Think' Procedures and was in the process of being resolved.

6 CORPORATE ASSURANCE

- 6.1 The Company is committed to be a learning organisation, where improvement is led through open feedback and recognising how we can do things better.
- 6.2 To provide assurance that this is achieved, our formal Complaint Forums, chaired by our Deputy Chief Operating Officer and attended by Senior colleagues, are held each month, to consider all complaints in detail, to identify any common themes and improvement opportunities, and as an opportunity to reflect upon and share lessons learnt across the company.
- 6.3 Recent examples of where this holistic approach has helped us to improve, have included engaging with the neighbours of our Supported Living customers to improve relations; securing additional resources through better partnership working; and a focus on improving the timeliness and pro-activeness of our engagements with complainants.

7 COVID-19 REPORTING

- 7.1 Throughout the reporting period the company have continued to operate within the scope of our Complaints, Comments and Compliments Policy despite the continuing impact of the Global Covid-19 Pandemic.
- 7.2 It is of note that our monthly complaints forums are currently held using MS Teams in order to ensure social distancing is observed.

WORK PROGRAMME 2021/22**REPORT OF THE SCRUTINY, MAYORAL AND MEMBERS' SUPPORT COORDINATOR****1. Purpose of the Report**

- 1.1 The report attaches, for Members' information, the thematic Scrutiny Committee work programmes for 2020/21 and provides an opportunity to review the Committee's own work programme for 2020/21.

2. Background

- 2.1 The role of the Scrutiny Coordinating Committee is two-fold, firstly it has a role in co-ordinating efficient business across the Scrutiny Committees and manage the overall Scrutiny Work Programme and secondly to consider the Council's corporate policies, performance and financial issues.
- 2.2 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.
- 2.3 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).

3. Thematic Scrutiny Committee Work Programmes

- 3.1 **Appendix 1** sets out the Scrutiny Committee work programmes for the Children, Education and Skills, Economic Prosperity and Health and Wellbeing Scrutiny Committees respectively.

4. Scrutiny Coordinating Committee's Work Programme

- 4.1 **Appendix 2** outlines this Committee's full work programme for the year, updated to reflect new additions and amendments requested by Committee as the year has progressed.
- 4.2 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 that the committee have adopted a more focused monitoring role.
- 4.3 A number of issues have been programmed into the work programme, but a number remain to still be programmed in. These will be scheduled into the work programme at suitable times following discussions with the appropriate officers.

- 4.4 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).

5. Dedicated Scrutiny Budget

- 5.1 A small budgetary provision of £15,000 per annum is available to the Scrutiny Committees to deliver the agreed Scrutiny Committee Work Programmes.
- 5.2 As of 1 September 2021 the breakdown of the budget stood as follows:-

Description	£
Scrutiny Development	Nil
Member Development	Nil
Policy Review Development	Nil
Total Expenditure to Date	£0.00
Budget	£15,000.00
Remaining Budget	£15,000.00

6. Recommendations

- 6.1 It is recommended that the Scrutiny Coordinating Committee:
- (a) notes the variations to the Scrutiny Committee Work Programmes for 2020/21 and to its own work programme; and
 - (b) notes the current scrutiny budget position for 2021/22.

7. Background Papers

- 7.1 Scrutiny Agendas and Minutes

Contact Officer: Nigel Cummings
Tel: 0191 561 1006
Nigel.cummings@sunderland.gov.uk

REASON FOR INCLUSION	JUNE 21	JULY 21 (CANCELLED)	9 TH SEPT 21	7 TH OCT 21	4 TH NOV 21	2 ND DEC 21	6 TH JAN 22	3 RD FEB 22	3 RD MARCH 22	31 ST MARCH 22
Policy Framework/ Cabinet Referrals and Responses									Scrutiny Annual Report – 21/22	
Scrutiny Business	Corporate Parenting Review			Engagement and Participation with Young People – discussion with the Youth Parliament re work programme topics	Domestic Violence Update	Welfare inequalities	Impact of Covid 19 on Child Mental and Physical Health	Youth Offending and Anti Social Behaviour	Apprenticeships and Employment opportunities	
Performance / Service Improvement	Ofsted Focused visit to Childrens Services - Feedback		Ofsted Inspection Reports: Childrens Services & SEND		Together for Children – Performance Monitoring Report (Jill Colbert) Children Services Complaints				Together for Children – Performance Monitoring Report (Jill Colbert)	
Consultation / Awareness Raising	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	

ECONOMIC PROSPERITY SCRUTINY COMMITTEE – WORK PROGRAMME 2021-22

REASON FOR INCLUSION	15 JUNE 21 – (INFORMAL MEETING)	13 JULY 21	14 SEPTEMBER 21	12 OCTOBER 21	9 NOVEMBER 21	7 DECEMBER 21	11 JANUARY 22	8 FEBRUARY 22	8 MARCH 22	5 APRIL 22
Policy Framework/ Cabinet Referrals and Responses			Licensing Policy Review (Steve Wearing)							
Scrutiny Business	Remit and Work Programme of Committee	Tyne and Wear Archaeology Service (Catherine Auld)	Covid Business Support Grants (Catherine Auld)	Business Centres (Catherine Auld) Future High Street Fund (Peter McIntyre) Sunderland Rail Station (Mark Jackson)	Sunderland Business Improvement District (Sharon Appleby) Economic Challenges - North East England Chamber of Commerce (Jonathan Walker)	Leisure Centres (Victoria French) Environmental Enforcement (Michelle Coates) Environmental Services Update (Graham Scanlan)	Annual Low Carbon Progress Report (Catherine Auld) City Heat Network Projects (Catherine Auld) International Strategy (Catherine Auld)	Housing Strategy Update (Graham Scanlan) E Scooter – Pilot Feedback (Mark Jackson) Cycling and Walking Infrastructure Plan (Mark Jackson)	Siglion (Peter McIntyre) Culture/Major Events Update (Victoria French)	Annual Report (Jim Diamond) Annual Road Safety Report (Mark Jackson) Public Transport Update (Mark Jackson)
Consultation Information and Awareness Raising		Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22

Sunnyside Area – Member Working Group
SSTC and Port – Visit – Date to be confirmed

HEALTH AND WELLBEING SCRUTINY COMMITTEE – WORK PROGRAMME 2021-22

REASON FOR INCLUSION	9 JUNE 21 D/L: 28 MAY 21	7 JULY 21 D/L:25 JUNE 21	8 SEPTEMBER 21 D/L:27 AUGUST 21	6 OCTOBER 21 D/L: 24 SEPT 21	3 NOVEMBER 21 D/L: 22 OCT 21	1 DECEMBER 21 D/L: 19 NOV 21	5 JANUARY 22 D/L: 23 DEC 21	2 FEBRUARY 22 D/L: 21 JAN 22	9 MARCH 22 D/L: 25 FEB 22	6 APRIL 22 D/L: 25 MAR 22
Policy Framework / Cabinet Referrals and Responses										
Scrutiny Business	<p>Covid-19 – Update (Gerry Taylor, CCG, Graham King)</p> <p>Path to Excellence Phase 2 Update (Nigel Cummings)</p> <p>Work Programme Overview (Nigel Cummings)</p>	<p>Covid-19 Update (Gerry Taylor, CCG, Graham King)</p> <p>Sunderland Eye Infirmary – update</p> <p>NHS Dentists Sunderland (NHS Improvement)</p> <p>Path to Excellence Phase II Update (Nigel Cummings)</p>	<p>Covid-19 Recovery Update (Gerry Taylor, CCG, NHS FT)</p> <p>Diagnostic Centre (NHS FT)</p> <p>SSAB Annual Report (Sunderland Safeguarding Adults Board)</p>	<p>Covid-19 Recovery Update</p> <p>Winter Planning (Sunderland CCG)</p> <p>Urgent Care Update (Sunderland CCG)</p>	<p>Assistive Technology (G King)</p> <p>Waiting Lists, times and access – Recovery from the Pandemic (NHS FT)</p>	<p>Better Health at Work (Public Health)</p>	<p>ICS-CCG Transition (Sunderland CCG)</p> <p>Patient Engagement (Sunderland CCG)</p>	<p>North East Ambulance Service Update (Mark Cotton)</p> <p>Adult MH Provision (Sunderland CCG)</p>	<p>Sexual Health Provision (Public Health/NHS FT)</p> <p>Annual Report (Nigel Cummings)</p>	<p>Inequalities – Impact of the Pandemic (Public Health)</p> <p>Health Protection Arrangements (Public Health)</p>
Performance / Service Improvement										
Consultation/ Information & Awareness Raising	<p>Notice of Key Decisions</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>	<p>Notice of Key Decisions</p> <p>Work Programme 21-22</p>

Work Programme Items to be scheduled:

REASON FOR INCLUSION	17 JUNE 21 D/L 7 JUNE 21	15 JULY 21 D/L 5 JULY 21	16 SEPTEMBER 21 D/L 6 SEPT 21	14 OCTOBER 21 D/L 4 OCTOBER 21	11 NOVEMBER 21 D/L 1 NOV 21	9 DECEMBER 21 D/L 29 NOV 21	13 JANUARY 22 D/L 4 JAN 22	10 FEBRUARY 22 D/L 31 JAN 22	10 MARCH 22 D/L 28 FEB 22	7 APRIL 22 D/L 28 MARCH 22
Policy Framework / Cabinet Referrals and Responses	Revenue budget Outturn 21/22 (Jon Ritchie)	Capital Programme First Review 21/22 (incl. treasury management) (Jon Ritchie) First Revenue Budget Review 21/22 (Jon Ritchie)			Budget Planning Framework 2022/23 and Financial Strategy (Jon Ritchie/Paul Wilson) Capital Programme Second Review 2021/22 (Jon Ritchie)		Capital Programme Planning 2022/2023 to 2025/2026 and Capital Strategy (Jon Ritchie) Budget Planning Framework and Medium Term Financial Strategy 2022/2023 to 2025/2026 (Jon Ritchie)			
Scrutiny Business		Scrutiny Review (Gillian Robinson)		City Plan Refresh (Jon Beaney)	Internal Communications (Jill Laverick)	Safer Sunderland Partnership Annual Report (Stephen Laverton)	Impact of EU Exit (Paul Davies)	Smart City Progress Update (Liz St Louis)		Annual Report (N Cummings)
Performance / Service Improvement	Performance Management Q4 (Liz St Louis) Compliments, Complaints & Feedback Annual Report including Q4 (Marie Johnston)		Compliments, Complaints & Feedback Q1 including Ombudsman's Annual Letter (Marie Johnston) Performance Management Q1 (Liz St Louis)			Performance Management Q2 (Liz St Louis) Compliments, Complaints & Feedback (Marie Johnston)			Performance Management Q3 (Liz St Louis) Compliments, Complaints & Feedback (Marie Johnston)	
Consultation / Information & Awareness Raising	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22

NOTICE OF KEY DECISIONS**REPORT OF THE SCRUTINY, MAYORAL AND MEMBERS' SUPPORT COORDINATOR****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 for the 28-day period from 16 August 2021.

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 for the 28-day period from 16 August 2021 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 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 for the 28-day period from 16 August 2021 at the Scrutiny Committee meeting.

5. BACKGROUND PAPERS

- Cabinet Agenda

Contact Officer : Nigel Cummings, Scrutiny Officer
0191 561 1006
Nigel.cummings@sunderland.gov.uk

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
210118/552	To consider the making of a Compulsory Purchase Order in relation to the New Wear Footbridge.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210419/577	To approve the dilapidation settlement figure and the procurement of the dilapidation works in respect of the CESAM building.	Cabinet	Y	14 September 2021	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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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
210510/588	To approve the receipt of external funding for the public sector decarbonisation scheme and green homes grant local programme and the procurement of the necessary contractors to deliver the schemes.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210420/579	To consider a Local Cycling and Walking Infrastructure Plan	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210505/586	To approve the procurement of Rock Armour for the coastal defence structures at Stonehill Wall and Hendon Foreshore Barrier, Port of Sunderland.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210528/601	To consider the establishment of a Bus Enhanced Partnership.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210602/603	To commence the procurement process and subsequently award the necessary contract for a concession contract for the installation, maintenance, and management of advertising for Large Digital Media Advertising (LDMA) Screens in the City.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
170927/212	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	During the period 14 September to 30 November 2021.	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
200813/494	To approve funding mechanisms for the acquisition of residential properties.	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210621/609	To consider the selection of a Preferred Bidder in respect of the procurement of a JV partner for the Council's 5G Smart City project and approval of the proposed next steps, including contract award	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210706/611	To extend the current E-Scooter Trial until the end of March 2022	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
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 to procuring of consultants and contractors.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210728/613	To seek approval for strategic land acquisitions in Sunnyside, Sunderland.	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210729/614	To seek approval for the Lease of Land at Azure Court, Doxford Park.	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210803/618	To seek approval for the Lease of Space in the Sunderland Software Centre to the Department of Work and Pensions (DWP)	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210804/619	To seek approval of the Highway Asset Management Policy and Strategy 2021-26.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/620	To consider proposed changes to the Procurement Procedure Rules and financial thresholds, with a recommendation to Council for formal approval if agreed	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210805/621	To consider potential financing proposals from a regional body	Cabinet	Y	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/622	To seek approval to introduce Private Sector Leasing Models	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/623	To seek approval for a variation to extend the HWRC Service Contract at Beach Street	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210805/624	To seek approval to negotiate and enter into a contract with MCC Homes in the delivery of 16 one bed bungalows at Hudson Road	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/625	To seek approval for the Winter Maintenance Plan 2021/22	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/626	To seek approval to acquire land from and negotiate to enter into a build contract with MCC Homes Limited in the delivery of 11 one bed bungalows and 5 three bed houses at Old Mill Road.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210805/627	To seek approval to acquire land from and negotiate to enter into a build contract with Fit Out Yorkshire in the delivery of 13 one bed apartments at St James William Street.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210805/628	To seek approval to enter into a Collaboration Agreement with Sunderland Culture Ltd, the University of Sunderland, and the Sunderland Music, Arts and Culture Trust	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210810/629	In respect of the Licensing Act 2003, to review the Cumulative Impact Assessment.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210810/629	To seek approval in principle to the making of a Compulsory Purchase Order over land at Washington Road, Sunderland, and to authorise the necessary land acquisitions by private treaty and the proposed next steps.	Cabinet	Yes	14 September 2021	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 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report contains 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210810/630	To appoint a multi-agency Domestic Abuse Local Partnership Board which the Council must consult as it performs certain specified functions under Part 4 of 2021 Domestic Abuse Act.	Cabinet	Y	14 September 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210510/590	Subject to the receipt of external funding, to approve funding and partnership arrangements to enable support of advanced manufacturing innovation and growth.	Cabinet	Y	During the period 14 September to 31 October 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210729/615	To consider the draft International Advanced Manufacturing Park (IAMP) Interim Planning Policy Statement.	Cabinet	Y	During the period 14 September to 31 October 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210729/616	Subject to the outcome of a funding application to approve payment of a grant to support development of Social Enterprise and Co-operative businesses on a city-wide basis	Cabinet	Y	During the period 14 September to 31 October 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210505/587	To approve the procurement of a Contractor for the Repair Works at Hendon Foreshore Barrier, Port of Sunderland.	Cabinet	Y	12 October 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210607/608	To seek approval to proposed funding arrangements with Siglion Investments LLP.	Cabinet	Y	12 October 2021	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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
210623/610	In respect of the Gambling Act 2005, to review of Statement of Principles.	Cabinet	Y	16 November 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

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210729/617	To approve the International Advanced Manufacturing Park (IAMP) Interim Planning Policy Statement for adoption.	Cabinet	Y	9 February 2022	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN 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 PO Box 100, Civic Centre, 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; Councillor Paul Stewart - Cabinet Secretary; Councillor Louise Farthing – Children, Learning and Skills; Councillor Kelly Chequer – Healthy City; Councillor Linda Williams – Vibrant City; Councillor Kevin Johnston – Dynamic City.

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

16 August 2021