

## **SCRUTINY CO-ORDINATING COMMITTEE**

### **AGENDA**

**Meeting to be held in the Civic Centre (Council Chamber) on Thursday, 9<sup>th</sup> December, 2021 at 5.30 p.m.**

#### **Membership**

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

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1.	<b>Apologies for Absence</b>	-
2.	<b>Minutes of the last meeting of the Committee held on 11<sup>th</sup> November, 2021</b> (copy attached).	1
3.	<b>Declarations of Interest (including Whipping Declarations)</b>	-
	<b>Part A – Cabinet Referrals and Responses</b>	
4.	<b>Reference from Cabinet – 7 December 2021 - Budget Planning Framework and Medium-Term Financial Strategy 2022/2023 – 2025/2026</b>	5
	Report of the Assistant Director of Law and Governance (copy attached).	
5.	<b>Reference from Cabinet – 16 November 2021 - Capital Programme Planning 2022/2023 to 2025/2026</b>	27
	Report of the Assistant Director of Law and Governance (copy attached).	

## **Part B – Scrutiny Business**

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|     | Report of the Executive Director of Corporate Services (copy attached).           |     |
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|     | Report of the Scrutiny, Mayoral and Member Support Co-ordinator (copy attached).  |     |
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## **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.

1<sup>st</sup> December, 2021.

**At a meeting of the SCRUTINY CO-ORDINATING COMMITTEE held in the CIVIC CENTRE, SUNDERLAND on THURSDAY 11<sup>th</sup> NOVEMBER, 2021 at 5.30 p.m.**

**Present:-**

Councillor D.E. Snowdon in the Chair

Councillors Butler, Hartnack, Mann, Mullen, P. Smith and D. Snowdon

Also in attendance:-

Mr Chris Binding, Local Democracy Reporter

Ms Jemma Burdis, Senior Internal Communications Officer, Corporate Services Directorate

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

The Chairman welcomed everyone to the meeting and requested that they wear face coverings to reduce the risk of spreading the COVID-19 virus.

**Apologies for Absence**

Apologies for absence were received from Councillors Doyle, Heron, Hodson, D. MacKnight, N. MacKnight and O'Brien.

**Minutes of the last meeting of the Committee held on 14<sup>th</sup> October, 2021**

1. RESOLVED that the minutes of the last meeting of the Committee held on 14<sup>th</sup> October, 2021 (copy circulated), be confirmed and signed as a correct record.

**Declarations of Interest (including Whipping Declarations)**

There were no declarations of interest made.

## Internal Communications

The Assistant Director of Corporate Affairs submitted a report and presentation (copies circulated) providing the Scrutiny Co-ordinating Committee with an overview of the internal communication methods of the City Council.

(For copy reports – see original minutes).

Ms Jemma Burdis, Senior Internal Communications Officer, Corporate Services Directorate provide the Committee with a presentation detailing the methods of communication with staff which included email, the communicator app, Teams, Monthly Staff Newsletters, Manager's Briefing, Yammer and the Hub and provided details of how they were used and the numbers of staff accessing the information.

Councillor Mullen commented that internal communications had clearly been very important throughout lockdown and due to staff working from home. He was concerned however, about those such as binmen who did not have access to email and enquired whether there were any plans to address this issue.

Ms Burdis confirmed that as part of the intranet development there were plans to give frontline workers email. She advised that currently they received newsletters from Internal Communications which included all relevant information. There were 400 staff engaged at the moment and they were looking to make sure frontline workers had access to everything other workers did.

In response to the Chair, Ms Burdis confirmed that they were looking to find ways of engaging with staff to improve access, upskill people who did not have the IT skills as Digital Poverty did not stop because people worked for the Council.

Councillor Butler commented positively on the Live Events which provided access to the Chief Executive, encouraged involvement and empowerment of the workforce.

Councillor Hartnack commented that he agreed with the comments made by Councillors Mullen and Butler and added that he felt that it was vital that staff were kept informed and that it enhanced good service. He asked whether there was a way of measuring this with a link to what service they were providing and with Yammer etc., whether there were measurable cost savings linked to the work done and if so, what the savings were being used for.

Ms Burdis advised that there were limited cost savings. They were currently working with HR on a Staff Survey and an action plan to support different areas which might impact on service.

Mr Jon Ritchie, Executive Director of Corporate Services added that IT was important as was the need to buy the appropriate licences and that the use of IT had been accelerated due to COVID. Cyber security was also very important and to ensure that the Council's systems were as protected as possible and that they were doing everything possible to make sure the Council's data and that of its residents were kept safe.

Councillor D. Snowdon asked with reference to COP21, how 'green' the Council's communications were.

Ms Burdis responded by saying that moving away from email was saving on carbon emissions. Instant messages on Teams were much more cost effective. They had not been doing any printing as they had not been working in the office and they intended to reinforce behaviours such as these when they moved to City Hall. They were working with the Carbon Team, looking at the Council's footprint and targets for reduction.

Councillor P. Smith enquired how many staff would be working from home and not in the City Hall and commented that working from home did not necessarily suit young people.

Mr Ritchie reported that only a proportion of the Council's staff would be working at City Hall and that it had been built under the premise of 5 desks for 10 members of staff. The majority of staff would come in for a meeting and leave afterwards. It was likely there would be half of the Team in at any one time and it would be a case of seeing how things go. The Council was following the line a lot of companies had been doing. Staff were used to working from home due to COVID. However, the Council was not mandating anyone to work from home if it didn't suit them.

Councillor Smith asked what would happen if it didn't work.

Mr Ritchie added that the Council had a laptop replacement budget as they only lasted 5-10 years. There were new cables in the ground. Microsoft had invested in backup in alternative parts of the city. Core critical services would continue together with the ability to reach the most vulnerable and Business Continuity Plans were in place.

Councillor Hartnack asked in relation to the Customer Service Network, whether it was practical for the customer and commented that some people might not want to work from home. He enquired whether employee assessments for those working from home had been carried out so as the Council did not have to deal with personal injury claims down the line.

Mr Ritchie advised that the Customer Service Network had been in the office at first. Some of the staff had been using their personal mobiles as it took some time to move the system across so that they were able to work from home. Telecare and some others had remained on site. Agile working was not just in relation to where you were working but also the times staff were working. With regards to Display Screen Equipment (DSE) Assessments, the onus was on people to do it themselves. Staff were given the opportunity to take office chairs, fans, lights and desks were all re-cycled and help was given with transportation where needed. Arrangements would be made for staff to drop in to have electrical equipment PAT tested.

The Chair advised that the link to Yammer would be re-sent to Councillors to encourage their engagement and she thanked Ms Burdis for her presentation and it was:-

2. RESOLVED that the presentation and information brought out during the discussion be received and noted.

## **Work Programme 2021/22**

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated) attaching, for Members' information, the thematic Scrutiny Committee work programmes for 2020/21 and providing an opportunity to review the Committee's own work programme for 2020/21.

(For copy report – see original minutes.)

Mr Nigel Cummings, Scrutiny Officer advised that a report on the City Plan would be submitted to the next meeting and a workshop on Teams would be held on the City Plan on 30<sup>th</sup> November.

The Economic Prosperity Scrutiny Committee would receive an update on Environmental Services at its meeting on 7<sup>th</sup> December and Members of this Committee were invited to attend.

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

3. RESOLVED that the above information, the Scrutiny Committees' work programmes for 2021/22 and the variations to these work programmes be noted, together with the scrutiny budget position.

## **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 18<sup>th</sup> October, 2021.

(For copy report – see original minutes.)

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

Councillor P. Smith commented on the time the meeting was held, noting that the agenda did not have many items which she thought had resulted in the poor attendance of Members.

The Chair advised that Councillor Smith's comments would be taken on board and advised that it had been thought that it might have been possible to add other items to the agenda but unfortunately nothing had been brought forward.

The Chair closed the meeting and thanked everyone for their attendance.

(Signed) D. E. SNOWDON,  
Chairman.

**REFERENCE FROM CABINET – 7 DECEMBER 2021**

**BUDGET PLANNING FRAMEWORK AND MEDIUM TERM FINANCIAL STRATEGY  
2022/2023 – 2025/2026**

**Report of the Assistant Director of Law and Governance**

**1. Purpose of the Report**

- 1.1 To seek the views of this Committee on a report of the Executive Director of Corporate Services to be considered by Cabinet on 7 December 2021 which:
- Provides an update, since the Budget Planning Framework and Medium Term Financial Plan (MTFP) report to Cabinet in October 2021, on the key factors influencing the development of the Council's financial plans into the medium term;
  - Sets out the updated headlines and context for the MTFP 2022/2023 to 2025/2026;
  - Sets out provisional budget savings proposals for 2022/2023 to assist in meeting the current budget gap, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023; and
  - Sets out the consultation / communication strategy for the budget 2022/2023.
- 1.2 Members' views are requested in accordance with the Budget and Policy Framework Procedure Rules.

**2. Background and Current Position**

- 2.1 Copies of the 7 December 2021, Cabinet Agenda were made available to all Members of the Council.
- 2.3 The Cabinet is recommended to agree:-
- To note the summary MTFP set out at section 3 of the report and note that the full MTFP 2022/2023 to 2025/2026 will be presented to Cabinet in February 2022; and
  - To approve the provisional additional budget savings proposals, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023.
- 2.4 Recommendations from the Cabinet meeting on 7 December will be reported verbally to the meeting.

### **3. Conclusion**

- 3.1 The report is referred to the Scrutiny Coordinating Committee for its comments, in the context of the approved consultation arrangements for the Council's Budget. Comments from the Scrutiny Committee will be reported back to Cabinet.

### **4. Recommendation**

- 4.1 The Scrutiny Coordinating Committee is invited to give its comments to Cabinet on the attached report of the Executive Director of Corporate Services.

### **5. Background Papers**

- 5.1 [Cabinet Agenda, 7 December 2021](#)
- 5.2 A copy of the Agenda is available for inspection from the Assistant Director of Law and Governance or can be viewed on-line on the links detailed in paragraph 5.1.

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**Contact  
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## CABINET MEETING – 7 DECEMBER 2021

### EXECUTIVE SUMMARY SHEET- PART I

**Title of Report:**

Budget Planning Framework and Medium Term Financial Plan 2022/2023 – 2025/2026

**Author(s):**

Executive Director of Corporate Services

**Purpose of Report:**

This report:

- Provide an update, since the Budget Planning Framework and Medium Term Financial Plan (MTFP) report to Cabinet in October 2021, on the key factors influencing the development of the Council's financial plans into the medium term;
- Sets out the updated headlines and context for the MTFP 2022/2023 to 2025/2026;
- Sets out provisional budget savings proposals for 2022/2023 to assist in meeting the current budget gap, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023; and
- Sets out the consultation / communication strategy for the budget 2022/2023.

**Description of Decision:**

Cabinet is recommended:

- To note the summary MTFP set out at section 3 of the report and note that the full MTFP 2022/2023 to 2025/2026 will be presented to Cabinet in February 2022; and
- To approve the provisional additional budget savings proposals, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023.

**Is the decision consistent with the Budget/Policy Framework?**

Yes, it is seeking to inform a future decision to change the Budget and Policy Framework for 2022/2023

**Suggested reason(s) for Decision:**

- Adoption of the Budget Planning Framework forms an essential part of the process of the preparation and compilation of the Revenue Budget for 2022/2023; and
- To enable constitutional requirements relating to the development of the Revenue Budget to be met.

**Alternative options to be considered and recommended to be rejected:**

There are no alternative options recommended for approval.

<b>Impacts analysed:</b>	
Equality <input checked="" type="checkbox"/>	Privacy <input checked="" type="checkbox"/> Sustainability <input checked="" type="checkbox"/> Crime and Disorder <input checked="" type="checkbox"/>
<b>Is the Decision consistent with the Council's co-operative values?</b>	Yes
<b>Is this a "Key Decision" as defined in the Constitution?</b>	Yes
<b>Is it included in the 28 day Notice of Decisions</b>	Yes

**BUDGET PLANNING FRAMEWORK AND MEDIUM TERM FINANCIAL PLAN  
2022/2023 – 2025/2026****Executive Director of Corporate Services****1. Purpose of Report****1.1 This report:**

- Provides an update, since the Budget Planning Framework and Medium Term Financial Plan (MTFP) report to Cabinet in October 2021, on the key factors influencing the development of the Council's financial plans into the medium term;
- Sets out the updated headlines and context for the MTFP 2022/2023 to 2025/2026;
- Sets out provisional budget savings proposals for 2022/2023 to assist in meeting the current budget gap, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023; and
- Sets out the consultation / communication strategy for the budget 2022/2023.

**2. Description of Decision****2.1 Cabinet is recommended:**

- To note the summary MTFP set out at section 3 of the report and note that the full MTFP 2022/2023 to 2025/2026 will be presented to Cabinet in February 2022; and
- To approve the provisional budget savings proposals, as a basis for budget consultation, prior to the receipt of the Local Government Finance Settlement for 2022/2023.

**3. Medium Term Financial Plan 2022/2023 to 2025/2026**

- 3.1. The MTFP 2021/2022 to 2024/2025 was approved by Council in March 2021 as part of the 2021/2022 budget setting process. The plan is continually updated to reflect changing circumstances and latest known information. This report provides a further update on the MTFP since the Budget Planning Framework and MTFP report to Cabinet on 12th October 2021. The full MTFP 2022/23 to 2025/2026 will be presented to Cabinet in February 2022.
- 3.2. Key points to note since the October Cabinet report, including announcements in the Chancellor's Spending Review 2021, which impact on the Budget Planning for 2022/2023 and beyond, are set out in section 3 below.
- 3.3. National and Economic context to the 2022/2023 budget
- 3.3.1 Since the last update to Cabinet in October, improvements in the UK economy have allowed the Chancellor to announce some increases in government spending.
- 3.3.2 The Office for Budget Responsibility (OBR) announced improved growth forecasts (6.5% in 2021, followed by 6% in 2022), and is now expecting less permanent scarring to the economy from the pandemic, 2% instead of the 3% that was forecast in March 2021.

- 3.3.3 Unemployment is peaking at a lower level than anticipated. This gave the Chancellor more to spend, with local government being a beneficiary, alongside the NHS, schools and international development. At the same time, the Chancellor has also signalled that he wants to cut taxes towards the end of this parliament, indicating that any further improvement in the public finances is likely to be used for this purpose rather than further increases in government spending.
- 3.3.4 There are still significant economic risks to be managed. The Chancellor began his Spending Review announcement by outlining the continued inflationary pressures within the economy, with the OBR forecasting that inflation will continue at 4% over the next year. The Chancellor reaffirmed his commitment to managing inflation, with a letter sent to the Bank of England confirming the 2% inflation target.
- 3.3.5 There were no major taxation announcements in the Spending Review beyond the previously announced 1.25% increase in both Employer and Employee National Insurance rates, which will take effect from April 2022. The Chancellor has reaffirmed the commitment to increase corporation tax to 25% - but there are currently no planned reforms to business rates.
- 3.3.6 In November, the Living Wage Foundation announced an increase in the 'Real Living Wage' of 4.21% from £9.50 to £9.90 per hour. This rate is above the 'National Living Wage' set by Government, which was increased from £8.91 to £9.50 per hour from April 2022, as part of the Spending Review. Assuming that the current and future year staff pay awards rise in line with the MTFP assumptions (2% per annum), the lowest Council pay grade will continue to be above Real Living Wage rate.
- 3.3.7 The Bank of England voted by a 7 to 2 majority to keep its benchmark interest rate on hold at a record low of 0.1% during its November 2021 meeting. In addition, they voted by a 6 to 3 majority to maintain the existing programme of UK government bond purchases at a maximum of £895bn.
- 3.4 Central Government Funding for Local Government
- 3.4.1 The Spending Review held on 27<sup>th</sup> October 2021 provided a three-year Spending Round for government departmental budgets, for the financial years 2022/2023 to 2024/2025. Details of the funding allocations for each local authority will not be announced until the Provisional Local Government Finance settlement is published in mid-December 2021 – Government at this time are unable to confirm the specific date.
- 3.4.2 Key messages from the Spending Review relating to local government finance include:
- Core Spending Power
- 3.4.3 Core Spending Power will increase by £8.5bn over a 3-year period, of which £4.8bn is new grant funding and £3.7bn from assumed additional council tax receipts. The Government's assumption for the necessary level of council tax income required by Local Government is predicated on a total 3% increase in council tax levels for each year of the Spending Review period alongside an assumed growth in the tax base.

## Grant Funding

- 3.4.4 As noted in 3.4.3, Local Government in England will receive an additional £4.8bn in grant funding over the next 3 years, 2022/2023 to 2024/2025 (approximately £1.6bn in each year) to assist with funding cost pressures in all service areas. The increase in grant funding is front-loaded, with almost all the increase in grant in 2022/2023, and very little increase in the two later years. Included within the £4.8bn are a number of smaller national allocations; including £200m for the cross-government Supporting Families Programme, £37.8m for cyber security, and £34.5m to strengthen local delivery and transparency.
- 3.4.5 The methodology for distribution this additional grant funding is still being considered by the Government and will be confirmed as part of the Provisional Local Government Finance Settlement in mid-December.

## Council Tax

- 3.4.6 Indications from the Government before the Spending Review announcement were that councils would be encouraged to increase council tax to close any funding gaps, significantly relating to Social Care demand pressures. However, the Chancellor is now indicating caps on this rise with “core” council tax assumed by the Government to increase by 2% and the adult social care precept by a further 1%. The Provisional Local Government Finance Settlement will confirm the actual council tax increase thresholds for 2022/2023.

## Business Rates

- 3.4.7 The Spending Review announcement included changes to business rates but no decision yet on their long-term future. The planned increase in the business rates multiplier has been cancelled. The multiplier was due to be increased by 3.1%, in line with the September increase in the Consumer Price Index (CPI). Local authorities will receive “cap compensation” funding in the usual way to recognise this loss of income.
- 3.4.8 In recognition of the continued impact of the pandemic on certain sectors, a 50% discount for retail, hospitality, and leisure business rate payers will be available from 2022/2023, up to a maximum of £110,000 per business (not per property), again local authorities will be compensated for the value of this discount.
- 3.4.9 Other reforms, including more frequent revaluations from 2023, and investment reliefs to encourage green investment and premises improvements, meaning any increase in business rates payable is delayed for 12 months. These changes will affect uplift in valuations, which will be handled administratively by the Valuation Office Agency (VOA) – but will also affect local government because growth in business rates will take longer to be recognised.
- 3.4.10 Subsequent to the Spending Review, the new minister for the Department for Levelling Up, Housing and Communities (DLUHC), Michael Gove, announced the shelving of plans for local authorities to retain 75% of business rates. This announcement continues the uncertainty of local government funding reforms.

## Social Care Reform

- 3.4.11 As reported to Cabinet in October, the Government's Health and Social Care Reform plan, "Build Back Better" allocated £5.4bn of resource into local government. £3.6bn will be allocated through future local government finance settlements, and the remaining £1.7bn will be allocated separately by the Department of Health and Social Care "to improve the wider social care system".
- 3.4.12 The £3.6bn provided through the settlement will be over a period of 3 years to implement the cap on personal care costs and changes to the means test. It has been confirmed that the sector will receive £0.2bn in 2022/2023, £1.4bn in 2023/2024 and £2.0bn in 2024/2025.
- 3.4.13 The cost impact on authorities of these reforms is still being considered and methodology for distributing grant funding by the Government to fund these changes is still unknown. At this stage the planning assumption is that the cost of the reforms will be fully funded through increased grant and therefore neutral for financial planning purposes.

## Housing

- 3.4.14 A multi-year housing settlement has been announced, including £300m grant funding for mayoral combined authorities and local authorities to unlock brownfield sites and £1.5bn "to regenerate unused land". Additionally, £639m will be made available to reduce homelessness. At this stage the process for accessing this funding is unclear i.e., whether the funding is required to be bid for or whether some is to be allocated and if so what is the methodology for allocation.

## Schools

- 3.4.15 The Spending Review announced the restoration of schools' per-pupil funding to 2010 levels in real terms, schools will receive an additional £47bn by 2024/2025 for core schools' budget.

## Public Health

- 3.4.16 No changes to the funding system for Public Health were announced as part of the Spending Review, but it was noted that Public Health grant funding will be maintained in real terms, indicating an inflationary based increase for 2022/2023. The allocation will be set out in the Provisional Local Government Finance Settlement.

## Covid Pandemic

- 3.4.17 No further funding was announced for ongoing COVID-19 pressures within local government.

## Summary Funding Position over the Medium Term

- 3.4.18 Given the uncertainty on the allocation of national funding changes outlined above, the Medium-Term Financial planning assumptions on Government grant income are largely unchanged from the update provided to Cabinet in October 2021. The amendments which have been introduced are detailed in section 3.5.5 below.
- 3.4.19 The medium to long term position on Government funding continues to be uncertain following the recent move away from the planned 75% business rates retention and the introduction of a new ministerial team. In the absence of any further information, the continued assumption is that the Government will ensure at worst a broadly status quo position is maintained upon implementation of Fair Funding and any updated Business Rate Retention Scheme.

### 3.5 Medium Term Financial Plan

- 3.5.1 The MTFP position reported to Cabinet in October 2021 is shown below. This position highlighted a MTFP gap of £56.747m over the 4-year period 2022/2023 to 2025/26, with a forecast gap of £25.769m in 2022/2023.

	2022/23	2023/24	2024/25	2025/26	Total
	£m	£m	£m	£m	£m
Government Grant Change	(1.967)	(1.500)	(1.299)	(1.308)	(6.074)
On-going Spending Pressures	34.017	25.554	14.430	12.272	86.273
<b>Total Gross Funding Gap</b>	<b>32.050</b>	<b>24.054</b>	<b>13.131</b>	<b>10.964</b>	<b>80.199</b>
Assumed Council Tax / Social Care Precept increase	(2.211)	(2.315)	(2.373)	(2.432)	(9.330)
Council Tax Base Impact	(2.907)	(2.907)	(0.595)	(0.608)	(7.016)
Council Tax Deficit Impact	(0.965)	0.000	(1.246)	0.000	(2.211)
Business Rates - Base and Inflationary impact	(2.487)	(1.226)	(1.934)	(1.535)	(7.182)
<b>Current MTFS Gap after agreed savings proposals, council tax and business rates</b>	<b>23.481</b>	<b>17.607</b>	<b>6.983</b>	<b>6.389</b>	<b>54.459</b>
Use of Reserves 2021/2022 (reversal)	2.288	0.000	0.000	0.000	2.288
<b>Current MTFS Gap after grant and local taxation changes</b>	<b>25.769</b>	<b>17.607</b>	<b>6.983</b>	<b>6.389</b>	<b>56.747</b>

- 3.5.2 A detailed analysis of the Council's spending pressures and commitments was presented to Cabinet in the October 2021 report. The changes since that report are outlined in 3.5.3 to 3.5.13. All spending pressures and commitments will continue to be reviewed and refined throughout the budget setting process:

#### Pay and Prices

- 3.5.3 The pay award for 2021/2022 is still to be agreed. In July 2021 a formal pay offer of 1.75% was made for 2021/2022, with Trades Unions balloting their members on the offer during September and October. The outcome of the ballot was to reject the pay offer and the Trades Unions are intending to conduct industrial action ballots with their members. The Local Government Employers have reiterated that the pay award offer is their final offer.
- 3.5.4 A 2% pay award continues to be factored into 2021/2022, 2022/2023 and budget planning for further years. As most pay budgets now reflect provision for "top of the grade", no provision is set aside for pay increments. The position will be kept under review throughout the budget process.

- 3.5.5 The estimated cost impact from the 1.25% increase in Employer's National Insurance contribution rate from April 2022 is now factored in to the MTFP. The forecast increased cost for the Council, Together for Children and Sunderland Care and Support totals £1.293m. The Government confirmed that local authorities would be compensated for the financial impact of this policy. In clarification post the October Spending Review it has been confirmed that this is one of the additional cost pressures that local authorities will need to fund from the £4.8bn additional grant funding provided and therefore the overall impact on the Council is assumed to be neutral.
- 3.5.6 In recognition of short-term budget savings from staff turnover and also vacant posts across services areas, a staff turnover budget reduction of £1.000m has been introduced.
- 3.5.7 Provision is included within the budget planning for annual contract inflation in respect of the contract the Council has with Together for Children (TfC). The annual uplift in contract value is partly informed by the published September CPI figure. Following confirmation of this CPI rate at 3.1%, the updated total inflationary cost has been confirmed at £0.776m for the non-pay element of the contract and is reflected in the updated MTFP.

### **Spending Pressures**

#### **Adults Demand Pressures**

- 3.5.8 A provision of £4.900m for increased costs relating to Adult Social Care was included in the MTFP for 2022/2023, with the position to be kept under review. This forecast pressure has now reduced by £0.750m to £4.150m, primarily linked to the redesign of the telecare service with temporary funding allocated from covid funding for 2022/23.
- 3.5.9 As previously reported, Norfolk County Council recently had a court ruling against them in relation to their charging policy for a severely disabled client. The Court ruled that due process had not been followed in terms of implementing their current charging policy. Whilst Sunderland is confident that it has followed robust process and national guidelines any national changes to account for the Norfolk Council ruling may result in a reduction to client contribution income, resulting in the inclusion of £1.340m within the MTFP, including an element totalling £0.900m for backdated charges. The timing of any potential cost is no longer expected to impact in 2022/2023.

#### **Children Services Pressures**

- 3.5.10 A provision of £9.3m was included in the reported MTFP in recognition of forecast cost pressures anticipated by TfC, which were largely driven by external factors.
- 3.5.11 A further detailed review has been carried out by TfC and a reduction of £3m to a revised pressure of £6.3m is now forecast. The £3m reduction is supported by further transformational changes in service delivery, cost avoidance and income generation.



## Waste Materials Recovery Facility

- 3.5.12 As previously reported, a procurement exercise was underway for a new waste materials recovery contract to commence from 1 April 2022. Following the conclusion of the procurement, the estimated financial implications have reduced by £0.400m from £1.000m to £0.600m.

## Transport Levy

- 3.5.13 Nexus and the Joint Transport Committee are currently developing their budget proposals for 2022/2023. There remains considerable uncertainty with regard to patronage for public transport services, particularly Metro, which are necessitating Nexus and the Joint Transport Committee to consider a range of options around service delivery alongside seeking additional funding from the Government to support the position. Depending upon the outcome there may be additional cost pressures through the transport levy that the Council would need to include within its MTFP.

## 3.6 Medium Term Financial Plan – Updated Funding Gap

- 3.6.1 After taking in to account the updates provided in section 3.5, the revised MTFP funding shortfall over the 4-year period 2022/2023 to 2025/2026 totals £51.612m, with a forecast gap of £18.969m to be addressed in 2022/2023.

	2022/23 £m	2023/24 £m	2024/25 £m	2025/26 £m	Total £m
Government Grant Change	(3.260)	(1.500)	(1.299)	(1.308)	(7.367)
On-going Spending Pressures	28.670	28.389	13.095	12.277	82.431
<b>Total Gross Funding Gap</b>	<b>25.410</b>	<b>26.889</b>	<b>11.796</b>	<b>10.969</b>	<b>75.064</b>
Assumed Council Tax increase	(2.211)	(2.315)	(2.373)	(2.432)	(9.330)
Council Tax Base Impact	(2.907)	(2.907)	(0.595)	(0.608)	(7.016)
Council Tax Deficit Impact	(1.125)	0.160	(1.246)	0.000	(2.211)
Business Rates - Base and Inflationary impact	(2.487)	(1.226)	(1.934)	(1.535)	(7.182)
<b>Current MTFP Gap after council tax and business rates</b>	<b>16.681</b>	<b>20.602</b>	<b>5.648</b>	<b>6.394</b>	<b>49.324</b>
Use of Reserves 2021/2022 (reversal)	2.288	0.000	0.000	0.000	2.288
<b>Current MTFP Gap after grant, local taxation changes and reserves reversal</b>	<b>18.969</b>	<b>20.602</b>	<b>5.648</b>	<b>6.394</b>	<b>51.612</b>

- 3.6.2 It should be noted that at this stage in the budget setting process there remain significant uncertainties which include:

- Local Government Finance Settlement confirmation for 2022/2023, to confirm the actual individual Local Authority allocations. This is currently anticipated to be announced in early to mid-December;
- The ongoing impact of Covid-19 pandemic on Council costs and income and the wider economic uncertainty this creates;
- Uncertainty about the Government's funding for local transport, notably the Metro system which is facing significant pressures due to reduced passenger numbers. No additional transport levy increase is included over and above that included already in the MTFP, but may require additional funding if Government funding is not made available;

- Ongoing pressures in relation to both Adult and Children's Social Care;
- Confirmation of the delivery of existing savings plans assumptions;
- Going forward the impact of capital priorities both in terms of debt charges and any associated operational (revenue) costs;
- The Government's plans and timescales in relation to any Fair Funding Review and Business Rates reform impacting; and
- The general economic position and the direct impact on public sector finances.

### **3.7 Locally Raised Income**

#### **Council Tax**

- 3.7.1 Within the Spending Review the Chancellor indicated that the referendum threshold for core council tax will remain at 2% for 2022/2023. It was also indicated that local authorities can levy a 1% increase in the adult social care precept. The Government has assumed within its assessment of the Core Spending Power increase, that local authorities will implement these increases to provide the resources needed to fund services.
- 3.7.2 Decisions on the level of council tax will be made as part of the final budget planning stages once all other funding factors are fully understood. At this stage, the MTFP continues to allow for an annual increase of 2% in core council tax in-line with previous years increases.
- 3.7.3 The increase in Social Care precept is proposed to be brought in to the MTFP in line with the Government's assumption of a 1% increase.
- 3.7.4 The financial impact of Covid-19 on residents affecting council tax collection rates and the numbers of claimants eligible for the Local Council Tax Support Scheme is likely to continue in to 2022/2023. The situation will be monitored during the budget setting process following the cessation of the furlough scheme and the general progression of economic recovery.

#### **Business Rates**

- 3.7.5 Under the current Retained Business Rates funding arrangement, the Council retains locally 49% of increased income arising from growth in the Local Business Rates base (equally it shares the risk of any under achievement of income targets). The Council has a relatively low Business Rates yield with the Government providing a top-up grant.
- 3.7.6 Inherent within the scheme is growth arising from annual inflationary increases to Business Rates. However, there is continued uncertainty specifically around appeals and avoidance tactics which can impact on the level of income achieved. The most significant opportunity for Business Rates growth arises through new developments, although growth in Business Rates in our three Enterprise Zones will be accounted for separately, as this is used to support the investment in those sites.

- 3.7.7 As with council tax, the impact of Covid-19 on Business Rates is likely to continue into 2023/2023 in terms of collectability and business survival as the economy recovers. As set out in paragraph 3.4.8 the Government have confirmed some business rates discounts for specific sectors, for which local authorities will be fully compensated. The position will be kept under review and required adjustments reflected in the Budget Planning Framework as appropriate during the budget setting process.

### **3.8 Revenue Savings Proposals 2022/2023**

- 3.8.1 As set out in the Budget Planning Framework Report in October 2021, plans were in the development stage to be brought forward at a later stage in the budget planning process to address the budget gap. Budget savings proposals totalling £5.821m have now been developed and are detail below.

- 3.8.2 Car Parking Review (Deputy Leader) - £0.140m

Additional income will be generated from the creation of new on street and off street paid parking in areas near to the city centre including Sheepfolds and Deptford, as well as savings created by deleting a number of vacant posts.

- 3.8.3 Port Trading Improvement (Deputy Leader) - £0.223m

The Port's projected financial out-turn for the financial year 2022/2023 reflects a break-even position. The trading environment during this period will provide for a continuation of core commodity trades such as imported steel, wood pulp, exported limestone, scrap and crane parts. Recent third-party investments in bespoke materials handling facilities by Thomas Armstrong (construction materials) and Brineflow (liquid fertiliser) will provide continued growth opportunities during the period, as will that made by the Council in office/warehousing infrastructure, for Boskalis Subsea's regional headquarters and also in the enabling engineering works packages for the Port's Enterprise Zone sites, making them development ready.

- 3.8.4 Highways, Network and Street Lighting (Deputy Leader) - £0.888m

Proposed savings will be realised by efficiencies and operational management arrangements through the street lighting PFI and the ongoing transition to more energy efficient street lighting solutions (£0.274m). Additional new income will be generated from the ongoing digitisation of advertising assets through the new contract with Clear channel UK to install new bus shelter and free-standing unit adverts alongside a growing number of citywide large format digital screens (£0.480m). Minor changes to charging regimes for highways licences and permits will add additional revenue (£0.034m). Due to increased levels of work, it will also be possible to generate increased revenue within highways operations (£0.100m).

- 3.8.5 Engineers Additional Income (Deputy Leader) – £0.120m

Additional revenue will be generated by the Infrastructure and Commercial Design Teams through delivery of a large programme of Environment Agency funded flooding schemes over the next 5 years supplemented by the delivery of highways contracts for both the IAMP and the Ryhope Doxford Link Road and future large highway centred infrastructure schemes.

### 3.8.6 Corporate Support Review (Cabinet Secretary) - £2.000m

The Council's transformation programme is working towards a new "Thinking Operating Model" (TOM), with a structured approach to significantly improve the customer experience and address the financial and operational challenges in the medium term. This has applied a consistent set of tools to consider improvements, including 9 key design principles, a vision and case for change and a benefits roadmap.

A key element of this approach has been to look at the customer journeys that Corporate Support services deliver. This is a sub-set of 14 Corporate Services, which are primarily focused on internal customers, i.e. Council, TfC and SCAS. The remaining areas of Corporate Services will be reviewed as part of subsequent projects.

The developing picture for the new TOM in Corporate Support is to create a consistent set of customer journeys, with much improved information, advice and guidance (IAG) and a single front door. With this, and the appropriate use of digital tools, it will be possible to increase the level of self-serve, reduce duplication and/or demand failure/non-added value work and to organise staff resources in a different way. Throughout this review, a consistent set of HR principles are also being applied, covering aspects such as grading, spans of control and layers of management.

In overview, staff would sit in either the corporate customer management (CCM) team or in a knowledge centre (KC), a specialist service area such as Legal Services. A customer's journey will seamlessly flow across this arrangement, with the query or transaction being handled in the most appropriate manner at the most appropriate level, which is efficient and cost effective.

Whilst this work is not yet complete, a range of modelling assumptions have been applied to the in-scope teams and this is starting to be validated as the work is progressing. This has resulted in a significant level of staffing budget savings that are expected from working in this new way.

Whilst the work is likely to continue into the new financial year, current estimates are that savings in the region of £2.000m are possible for 2022/23. Whilst all endeavours will be taken to minimise redundancies, through the management of fixed term and vacant posts, as this will see a reduction of up to 60 full time equivalents (FTE) the Council will shortly be commencing the statutory notification of potential staff reductions.

The Council has previously created a transformation reserve (£3m) to support with any staff restructuring costs. The sufficiency of this reserve will be kept under review.

### 3.8.7 Siglion Distribution (Dynamic City) - £0.300m

A new business plan has been developed for Siglion Investments LLP which would see the distribution from Siglion LLP to the Council increase by £0.300m. The revised business plan is due to be considered at the next Siglion Board meeting before coming to the January Cabinet meeting.

### 3.8.8 Commercial Estate – City Development (Dynamic City) - £0.100m

An uplift of £0.100m from the commercial estate will be achieved through increased rental income from strategic acquisitions, taking into account the timing of acquisitions and any lease incentives negotiated with tenants.

### 3.8.9 Events (Vibrant City) - £0.300m

Reduction of £300k to the events budget. The programme of events is being reviewed with the aim of delivering a sustainable events programme consisting of a number of events that are aligned to key objectives within the City Plan including working towards Sunderland being a carbon neutral city, Sunderland being recognised as a destination of choice and delivering wider economic benefits for the city.

### 3.8.10 Leisure Joint Venture (Vibrant City) - £1.750m

In response to the Covid-19 pandemic additional funding was provided as part of the Council's 2021/22 budget to reflect the challenging operational circumstances of the leisure centres which are operated on behalf of the Council by Sports and Leisure Management Ltd. Following the easing of national restrictions during 2021, participation at the facilities has begun to recover and is currently anticipated to continue to do so over the remainder of 2021/22 and into 2022/23. As a consequence of this it is anticipated that the funding required to support the Leisure Joint Venture operations during 2022/23 can be reduced by £1.750m.

## 3.9 Overall Remaining Budget Gap

3.9.1 After taking into account the income from the 1% increase in adult social care precept across the period of the MTFP and the budget proposals set out at section 3.8, there remains a budget gap of £12.037m in 2022/2023, with a further £28.853m required to be identified over the period 2023/2024 to 2025/2026. Given the size of the gap, the uncertainty, both with regard to the Government funding and the pandemic, it is proposed that earmarked reserves are used to support the position which at this stage reduces the gap in 2022/2023 to £3.037m.

3.9.2 The Council's strong financial management and creation of reserves to support the budget over the medium term provides the opportunity to utilise funding to support the budget position whilst developing and delivering savings via the Efficiency Strategy. The Council has previously created a MTFP Smoothing reserve and Service Reduction reserve to address these forecast pressures. It is expected that these reserves will be around £27m at the start of next financial year and the MTFP assumes it will be used equally over 3 years, i.e. £9.000m each year, before being fully utilised at the end of 2024/25.

3.9.3 Following the publication of the Provisional Local Government Financial settlement, the level of resource to be provided by the Government for 2022/2023 and potentially beyond will be confirmed. Should this level of resource be beyond current planning assumptions the use of MTFP Smoothing reserves will be reduced to ensure progress is made more quickly in addressing the overall MTFP gap.

	2022/23	2023/24	2024/25	2025/26	Total
	£m	£m	£m	£m	£m
<b>Current MTFP Gap after grant, local taxation changes and reserves reverse</b>	<b>18.969</b>	<b>20.602</b>	<b>5.648</b>	<b>6.394</b>	<b>51.612</b>
Savings Proposals	(5.821)	0.000	0.000	0.000	(5.821)
Assumed Adult Social Care (ASC) Precept increase (1%)	(1.111)	(1.197)	(1.263)	(1.332)	(4.902)
<b>Current MTFP Gap after savings proposals and ASC Precept 1%</b>	<b>12.037</b>	<b>19.405</b>	<b>4.385</b>	<b>5.063</b>	<b>40.890</b>
Use of MTFP Smoothing Reserves	(9.000)	0.000	0.000	9.000	0.000
<b>Current MTFP Gap after use of MTFP Smoothing Reserves</b>	<b>3.037</b>	<b>19.405</b>	<b>4.385</b>	<b>14.063</b>	<b>40.890</b>

### 3.10 Approach to addressing the overall funding gap

3.10.1 The Council's Efficiency Strategy was agreed by Council in March 2021. The Strategy set out a continual and iterative development of a programme of activity to address the gap taking into account the strategic vision of the Council's role in the future and reflecting the following key principles:

- Ensuring resources are targeted on statutory and front-line services and protecting key priority services with a focus on need rather than want;
- Managing demand - implementing strategies and policies that enable the Council to manage demand and facilitate those services which make a difference in the most effective way;
- Being customer focussed - using robust data and information to understand our resident's needs and maximising opportunities through use of technology for both our customers and internal users, so that people self-serve wherever possible thereby eliminating waste and duplication;
- Redesigning and reshaping services to deliver required outcomes in a value for money way which maximises productivity. At this stage, given the scale of the financial challenge, it is now inevitable that significant reductions in staffing levels will be required. The Council will work with Trades Unions in terms of consulting staff in line with statutory guidelines;
- Strategic commissioning based on outcomes and using an intelligence-based approach to ensure a sound evidence base for commissioning decisions and effective commissioning arrangements;
- Pressing forward with new models of service delivery that improve our commercialisation, to maximise income opportunities where there is a market and business case;
- Ensuring opportunities for collaboration with partners to deliver key outcomes that matter to the city;
- Ensuring that our internal, support services respond appropriately to the changing shape and size of the Council;
- Involving the Community – residents, businesses, partners, voluntary sector to ensure best outcomes for the city; and
- Continued focus on regeneration and inward investment in order to grow business rates and council tax income, leveraging funding to maximise additional income sources and commercial opportunities.

#### **4. Workforce Planning Implications**

- 4.1 Some of the 2022/2023 savings proposals outlined in section 3.8 have staffing implications. These will be managed through the Council's Redundancy Policy and Procedure as necessary. It should also be noted that officers are continually reviewing resource allocations to ensure that staffing arrangements are fit for purpose.
- 4.2 At this stage it is proposed that any cost of redundancy payments and the release of pensions as required by the LGPS Regulations will be met from a combination of utilisation of capital receipts flexibilities and from within the overall corporate resource position.

#### **5. Budget Consultation/Communication Strategy 2022/2023**

- 5.1 Communication and consultation are important parts of medium-term financial planning. A range of activity informs this process and influences financial planning.
- 5.2 Consultation on the budget proposals will commence on 8<sup>th</sup> December 2021 and will run until 7<sup>th</sup> January 2022. Existing networks such as 'Let's Talk' and social media platforms will be utilised to communicate with both geographic communities and communities of interest.
- 5.3 In addition to residents, there will be communications with a range of partners and stakeholders including Trades Unions, Chamber of Commerce, Sunderland Business Innovation District (BID), the wider business community, employees, and the city's Equality Forums and Independent Advisory Groups. Communications with these groups will be tailored to their interests, for example, economic regeneration, neighbourhood services and adult services.
- 5.4 Feedback from the budget consultation will be prepared for members and Chief Officer Group for consideration whilst developing final budget proposals.
- 5.5 Scrutiny Coordinating Committee will continue to be consulted throughout the budget setting process.
- 5.6 Feedback from consultation with all consultees will be considered in framing the final budget proposals to be submitted to Cabinet in February 2022.

#### **6. Crime and Disorder**

- 6.1 Consideration has been given to the options for savings about their potential impact on crime and disorder, (Section 17 Duty). No existing proposals have been identified as having a negative impact.

#### **7. Equalities Analysis**

- 7.1 In accordance with the approach followed in previous years the Council continues to fully consider the impact of its plans by following a robust approach to equalities analysis.

- 7.2 Directorates must consider the equality impact of any new proposals brought forward to meet the future budget gap and complete equality analyses as appropriate. Completed equality analyses, considerations of potential impacts and a summary of the cumulative impact of proposals will be presented with future Cabinet reports.
- 7.3 Members must understand the equality implications of the proposals, which will be outlined in the equality analyses, as having regard to them will assist members in complying with the public sector equality duty when considering the final proposals.
- 8. Suggested Reasons for Decision**
- 8.1 Adoption of the Budget Planning Framework forms an essential part of the process of the preparation and compilation of the Revenue Budget for 2022/2023.
- 8.2 To enable constitutional requirements relating to the development of the Revenue Budget to be met.
- 9. Alternative Options to be considered and recommended to be rejected**
- 9.1 There are no alternative options recommended for approval.
- 10. Background Papers**
- [Revenue Budget and Proposed Council Tax for 2021/2022 and Medium Term Financial Plan 2021/2022 to 2024/2025](#)  
(3<sup>rd</sup> March 2021 Council)
- [Budget Planning Framework and MTFP 2022/2023 - 2025/2026](#)  
(12<sup>th</sup> October 2021 Cabinet)



## Statement of General Fund Balances

	<b>£000</b>
<b>Balances 31st March 2021</b>	<b>12.000</b>
<b>Use of / Addition to Balances 2021/2022</b>	
Contribution to Revenue Budget	0.000
<b>Estimated Balances 31<sup>st</sup> March 2022</b>	<b>12.000</b>

## Appendix 1b

### Major Earmarked Reserves

Reserves	Purpose of the Reserve	Opening Balance 01.04.2021 £m	Forecast Movement in Year £m	Closing Balance 31.03.2022 £m
General Fund	General Fund of the Council	12.000	0.000	12.000
School Balances	Balances held by schools under a scheme of delegation	10.742	(2.380)	8.362
<b>Earmarked General Fund Reserves – Capital</b>				
Riverside Transfer	Reserve established to fund capital works associated with the Homes and Communities Agency land transferred to the Council.	9.041	(0.393)	8.648
Capital Priorities Reserve	A reserve established to address some of the Council's key capital developments and strategic priorities.	8.192	(0.593)	7.599
Section 106 Reserves	Under Section 106 of the Town and Country Planning Act 1990, developers make financial contributions to the Council relating to affordable housing, public open spaces including allotments and locally equipped play parks, educational facilities, highways and public transport improvements, sports and recreational facilities and environmental improvements.	7.995	(0.391)	7.604
Strategic Investment Reserve (Capital)	A reserve established to address some of the Council's key developments, strategic priorities and address other major liabilities.	3.782	(3.096)	0.686
Commercial and Economic Development Activity	Reserve established to take advantage of commercial and economic development opportunities that will meet priorities of the Council.	1.007	(0.700)	0.307
Strategic Investment Plan Reserve	This reserve is necessary to fund part of the Council's contribution to its Strategic Investment Plan	0.162	(0.162)	0.000
Other Earmarked Capital Reserve	Funding set aside to fund future capital projects previously approved.	1.358	(0.533)	0.825

## Appendix 1b (continued)

<b>Earmarked General Fund Reserves – Revenue</b>				
NNDR Covid Retail, Hospitality and Leisure Relief Grant Reserve	Reserve established to manage the requirement to fund Collection Fund deficits in the proceeding financial year. Section 31 Retail, Hospitality and Leisure Relief Grant held to offset deficit in 2021/2022.	19.874	(19.874)	0.000
Medium Term Planning Smoothing Reserve	This reserve has been established to address any potential impact arising from increased risk and uncertainty with the Business Rate Retention Scheme. It is being used to smooth the impact of government funding uncertainties.	17.861	(2.248)	15.613

Service Reduction Reserve	This reserve is to provide temporary transitional funding relating to the implementation of planned service reductions.	12.145	0.000	12.145
Strategic Regeneration Reserve	A reserve to support the Council's regeneration ambitions, specifically to smooth any revenue impact of projects until they become self-sustaining.	9.997	0.000	9.997
Strategic Investment Reserve (Revenue)	A reserve established to address some of the Council's key developments, strategic priorities and address other major liabilities.	5.749	(2.291)	3.458
Insurance Reserve	This reserve has been established to provide for potential future claims or claim increases.	5.600	0.000	5.600
Street Lighting and Highway Signs PFI Smoothing Reserve	The reserve was established to smooth the financial impact to the Council across the 25 years of the contract life.	4.281	(0.166)	4.115
SIB Reserve	A reserve held to fund future allocations through the Strategic Initiatives Budget.	4.179	(0.500)	3.679
Smart Cities	This reserve was established to set aside revenue funding to cover 8-10 years, to support 5G and Wireless connectivity within the city.	4.000	0.000	4.000
Streetscene and Open Space	A reserve to enhance the city's recovery from the covid pandemic and ensure that the full benefit can be made of the regeneration activities across the city. This reserve will fund a range of streetscene and open space projects.	3.500	(0.750)	2.750
HCA Stadium Park	Reserve established to fund ongoing maintenance of Homes and Communities Agency land transferred to the Council.	3.109	0.000	3.109
Transformation Reserve	To support the changes that are likely to be required over the next 12-18 months to address financial pressures as the city emerges from the pandemic and MTFP challenges.	3.000	(1.500)	1.500

### Appendix 1b (continued)

Children's Social Care	A reserve to fund any one-off Children's Social Care costs that may arise in the future.	3.000	0.000	3.000
Public Health Grant	Ringfenced Public Health grant funding, to deliver future public health initiatives.	4.142	(1.100)	3.042
Sandhill Centre PFI Smoothing Reserve	The reserve was established to smooth the financial impact to the Council across the 25 years of the contract life.	2.151	(0.167)	1.984
Education Redundancy Reserve	The reserve was established to meet the anticipated costs of redundancies as a result of falling pupil rolls within maintained schools.	2.125	0.267	2.392
Low Level Family Support	Reserve to support activities with families and individuals to address the challenges of recovering from the pandemic.	2.000	(0.600)	1.400
Children and Young People Recovery	The reserve was established for TfC to deliver a range of activities that will support covid-recovery activities.	1.700	(1.700)	0.000
Collection Fund Surplus Reserve	Reserve established as part of 2018/19 budget setting to smooth the collection fund surplus benefit into future years.	1.533	0.000	1.533

Covid-19	A reserve established from the Government grant to fund the immediate costs and lost income associated with the Covid-19 pandemic.	1.512	(1.512)	0.000
Housing Benefit Smoothing Reserve	This reserve has been established to smooth any potential impact of outstanding debtors as housing benefit is subsumed within universal credit.	1.298	(0.250)	1.048
Airport Smoothing Reserve	Reserve established to smooth any delayed airport loan interest payment that may arise.	1.253	0.000	1.253
Triathlon	Reserve established to support a bid to secure a multi-year arrangement with British Triathlon to host triathlon events in the City.	1.200	0.000	1.200
Riverside Transfer	Reserve established to fund ongoing maintenance of Homes and Communities Agency land transferred to the Council.	1.197	(0.105)	1.092
House Sale Income	The reserve relates to the sale of client's homes that will be utilised to support future support needs of those clients.	1.020	0.000	1.020
Other Earmarked Revenue Reserves	Numerous small revenue reserves less than £1m which are set up for specific purposes.	17.657	(6.486)	11.171
<b>Total General Fund Reserves</b>		<b>189.362</b>	<b>(47.230)</b>	<b>142.132</b>
Capital Receipts Reserve	Balance of capital receipts held, pending use to fund the capital programme.	9.401	(2.899)	6.502
Capital Grants Unapplied	Balance of capital grants held pending expenditure on capital programme.	4.085	(2.197)	1.888
<b>Total Usable Reserves</b>		<b>202.848</b>	<b>(52.326)</b>	<b>150.522</b>

**REFERENCE FROM CABINET – 16 NOVEMBER 2021**

**CAPITAL PROGRAMME PLANNING 2022/2023 TO 2025/2026**

**Report of the Assistant Director of Law and Governance**

**1. Purpose of the Report**

- 1.1 To seek the views of this Committee on a report of the Executive Director of Corporate Services (copy attached) considered by Cabinet on 16 November 2021 which detailed:
- an update on the level of capital resources and commitments for the forthcoming financial year within the current approved capital programme; and
  - additional capital new start project proposals for inclusion in the Capital Programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.
- 1.2 Members' views are requested in accordance with the Budget and Policy Framework Procedure Rules.

**2. Background and Current Position**

- 2.1 Copies of the 16 November 2021, Cabinet Agenda were made available to all Members of the Council. The Cabinet agreed to approve the additional new start capital project proposals set out in this report for inclusion in the full capital programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.

**3. Conclusion**

- 3.1 The matter at 2.1 is referred to this Committee for advice and consideration. The comments from the Scrutiny Co-ordinating Committee will be reported to Cabinet on 11 January 2022.

**4. Recommendation**

- 4.1 The Scrutiny Co-ordinating Committee is invited to give advice and consideration to Council on the report of the Executive Director of Corporate Services.

## 5. Background Papers

5.1 Cabinet Agenda, 16 November 2021.

5.2 A copy of the Agenda is available for inspection from the Assistant Director of Law and Governance or can be viewed on-line at:-

<https://committees.sunderland.gov.uk/committees/cm5/Meetings/tabid/73/ctl/ViewMeetingPublic/mid/410/Meeting/10613/Committee/1953/Default.aspx>

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## CABINET MEETING – 16 NOVEMBER 2021

### EXECUTIVE SUMMARY SHEET – PART I

**Title of Report:**

Capital Programme Planning 2022/2023 to 2025/2026

**Author(s):**

Executive Director of Corporate Services

**Purpose of Report:**

The purpose of the report is:

- To update Cabinet on the level of capital resources and commitments for the forthcoming financial year within the current approved capital programme; and
- To set out additional capital new start project proposals for inclusion in the Capital Programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.

**Description of Decision:**

Cabinet is asked to:

- Approve the additional new start capital project proposals set out in this report for inclusion in the full capital programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.

**Is the decision consistent with the Budget/Policy Framework?**

No – this report is integral in reviewing and amending the Budget and Policy Framework

**If not, Council approval is required to change the Budget/Policy Framework**

**Suggested reason(s) for Decision:**

To comply with statutory requirements

**Alternative options to be considered and recommended to be rejected:**

No alternative options are submitted for Cabinet consideration.

**Impacts analysed;**

Equality ☒ Privacy ☒ Sustainability ☒ Crime and Disorder ☒

**Is the Decision consistent with the Council's co-operative values? Yes**

Is this a "Key Decision" as defined in the Constitution?

Yes

Is it included in the 28 day Notice of Decisions?

Yes

## **CABINET – 16 NOVEMBER 2021**

### **CAPITAL PROGRAMME PLANNING 2022/2023 TO 2025/2026**

#### **Report of the Executive Director of Corporate Services**

#### **1. Purpose of the Report**

- 1.1 The purpose of the report is:
- To update Cabinet on the level of capital resources and commitments for the forthcoming financial year within the current approved capital programme; and
  - To set out additional capital new start project proposals for inclusion in the Capital Programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.

#### **2. Description of Decision**

- 2.1 Cabinet is asked to:
- Approve the additional capital project proposals set out in this report for inclusion in the full capital programme 2022/2023 to 2025/2026 to be reported to Cabinet in February 2022.

#### **3. Background**

- 3.1 The Council's Capital Strategy was agreed by Cabinet in October 2021. The strategy provides the framework within which the Council's capital investment plans will be prioritised and delivered. The strategy is reviewed annually to capture any required updates including emerging changes to Council priorities encapsulated within the City Plan and the refresh of key financial indicators.
- 3.2 The Council currently has an ambitious capital programme, with £692m spend profiled over the period 2021/2022 to 2024/2025. The delivery of the City Plan, which will drive transformation and economic regeneration in the City, will require further capital investment by the Council as detailed within this report.
- 3.3 While the financial position and future spending commitments continue to be managed closely, the Council still has significant and ambitious growth plans (as outlined further in this report), that will benefit the city, its residents, its businesses, and other stakeholders.

#### **4. Existing Capital Programme 2021/2022 to 2024/2025**

- 4.1 The current capital programme (as detailed in the Second Capital Review report presented to Cabinet in October), commits substantial resources over the four years to 2024/2025. The programme was approved with the aim of delivering on the priorities set out in the City Plan. The value of the capital programme totals £691.900m across the 4 years as summarised below:



Expenditure by Portfolio	Gross Cost £'000	Expend. to 31.3.21 £'000	Estimated Payments			
			2021/2022 £'000	2022/2023 £'000	2023/2024 £'000	2024/2025 £'000
Leader	1,000	0	1,000	0	0	0
Deputy Leader	586,262	338,628	105,992	115,931	23,343	2,368
Cabinet Secretary	51,128	13,754	23,662	6,790	6,622	300
Children's Learning and Skills	67,628	16,580	20,878	22,164	5,301	2,705
Dynamic City	361,222	78,091	95,374	109,149	57,529	21,079
Healthy City	27,162	15,232	7,030	4,300	300	300
Vibrant City	82,813	23,030	4,020	17,301	24,261	14,201
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>1,177,215</b>	<b>485,315</b>	<b>257,956</b>	<b>275,635</b>	<b>117,356</b>	<b>40,953</b>
			← 691,900 →			

The current programme is funded as follows:

Funding Source	Total	2021/2022	2022/2023	2023/2024	2024/2025
	£'000	£'000	£'000	£'000	£'000
Prudential Borrowing	474,487	187,823	184,261	81,406	20,997
Capital Receipts	17,522	3,006	6,783	5,233	2,500
Reserves and Revenue	16,150	8,261	5,761	1,978	150
External Funding	183,741	58,866	78,830	28,739	17,306
<b>Reserves</b>	<b>691,900</b>	<b>257,956</b>	<b>275,635</b>	<b>117,356</b>	<b>40,953</b>

## 5. Additional Capital Project Proposals 2022/2023 to 2025/2026 – Framework for Considering Priority Projects

- 5.1 The Chief Officer Group take forward the development of projects and ensure appropriate prioritisation and oversight. The role of this Group, which consists of senior officers, is to:
- Co-ordinate the development of capital projects to meet future strategic requirements, aligned to Council priorities and the City Plan; and
  - Prioritise new capital proposals and variations to existing projects within the context of available resources and the strategic priorities, prior to making recommendations to Cabinet.
- 5.2 The current Capital Strategy, approved by Cabinet in October 2021, has been updated to reflect; the priorities included within the City Plan, the latest capital investment and debt ratios, and a refresh of the investment forecasts over the longer term.
- 5.3 The Capital Strategy provides the framework within which the Council's capital investment plans are prioritised and delivered. The capital priorities are aligned to the City Plan "Sunderland 2019-2030" priorities of:
- Sunderland will be a **dynamic smart city**. This includes more and better jobs, an improved housing offer, improvements to the city centre and a focus on low carbon and digital connectivity;

- Sunderland will be a **healthy smart city**. This includes a focus on ensuring that everyone has access to opportunities and life chances to live healthier, longer, independent lives. There will be a focus on a more attractive city and neighbourhoods with better transport networks; and
- Sunderland will be a **vibrant smart city**. This includes more creative and cultural businesses, more visitors to Sunderland, more residents participating in their communities and cultural events, and for residents to feel happy in the neighbourhoods where they live and feel safe.

In addition, a continuing priority for the Council is to deliver the best possible services and support to our residents, with a focus on long term benefits for our children and young people beyond 2030.

5.4 Whilst primarily supporting the above priorities, the Council will continue to seek to maximise the return on investment through:

- Generating savings or supporting the avoidance of additional revenue costs;
- Growing the Council's income base i.e. fees and charges, business rates and council tax;
- Seeking a commercial return; and
- Generating and supporting funding opportunities which encourages and levers in private sector investment and other funding into the city.

## 6. **Additional Capital Project Proposals 2022/2023 to 2025/2026 - Resources Available**

### 6.1 Resources - Grants

The availability of new external funding from major regional funding programmes, such as the Local Growth Fund, is now severely restricted. Opportunities for external grant will continue to be targeted to support delivery of future investment in the city. The Council's application to Round 1 of the Levelling Up Fund was successful thereby securing funding of £20m to support both existing capital schemes as well as a proposed new start scheme. Applications to further rounds of the national Levelling Up Fund will continue to be made to and support major growth schemes should they be successful.

As in previous years, it is anticipated that resources allocated in respect of Transport, the Better Care Fund and Education specific purpose grants will be allocated to those services areas. These grants, in the main, support recurring capital maintenance activity and as such are not included in the detailed new starts section of this report. A detailed update of future years' grant allocations and their proposed use will be provided to Cabinet as part of the Capital Programme report in February 2022 based upon the information available at that time.

## 6.2 Resources – Capital Receipts and Reserves

The Council continues to market sites for sale to maximise capital receipts and support operational requirements. Capital receipts are only earmarked once they have been realised, or where they have been included as part of any Capital project financial plan as part of the overall business case. They have the potential to be required to fund transformation costs arising from implementation of savings programmes, drawing on Government flexibilities on the use of capital receipts to support such costs. Any realised capital receipts not required to fund transformation costs are considered for use to support the funding of the Capital Programme to minimise borrowing requirements.

Available reserves are being utilised to support the current revenue and capital plans and are scheduled to reduce over the Medium Term Financial Plan (MTFP) period. Reserves which become available are considered for use to support the funding of the Capital Programme to minimise borrowing requirements.

S106 Reserves - Upon confirmation of S106 agreements with developers, monies received are held in reserves until detailed plans on use of the funding are developed in accordance with the requirements outlined in the S106 agreements. Once developed, the projects are brought into the Capital Programme at the appropriate time. Typical uses include the development / improvement of play provision, educational assets, highways infrastructure, affordable housing, public open spaces and ecological improvements.

## 6.3 Resources – Capital Expenditure charged to Revenue Account (CERA)

At present there is minimal specific budget provision for revenue contributions to support capital expenditure.

## 6.4 Resources – Borrowing

The Council can fund its capital expenditure through additional prudential borrowing. Additional borrowing results in additional debt charges which must be affordable within the revenue budget planning with appropriate provision included within the base budget and MTFP.

The Budget Planning Framework and Medium Term Financial Plan Report, approved by Cabinet on 12th October 2021, includes sufficient provision for capital financing charges that may arise following Cabinet approval of the additional new project proposals set out within this report.

In line with past practice, it is proposed to use the funding flexibly, with the option to switch borrowing with surplus capital receipts once they are realised. This would reduce planned capital finance charges that may arise from this borrowing.

## 6.5 Resources – Other Funding – Enterprise Zones

The current capital programme includes for the three Enterprise Zones of the IAMP site, A19 Ultra Low Carbon Infrastructure and part of the Port of Sunderland. All of the business rates growth generated on these Enterprise Zones for their 25 year life are payable to the North East Local Enterprise Partnership (LEP). The current programme assumes this resource is then distributed by the North East LEP to meet / contribute to the costs associated with funding the infrastructure works associated with those zones included within the Council's Capital Programme.

## 7. Additional Capital Project Proposals 2022/2023 to 2025/2026 - Detail

7.1 The following suite of additional projects, categorised by Portfolio, are proposed for inclusion in the capital programme for 2022/2023 to 2025/2026 with further details set out in Appendix 1. The profiling of proposed projects will be reviewed and refined, and any updates will be reflected in the capital programme to be reported to Cabinet in February 2022.

Appendix 1 Ref	Project Name	Total Project Spend	Spend 2022/23	Spend Future Years	External Funding	Additional Council Funding
		£m	£m	£m	£m	£m
<b>Leader</b>						
1.1.1	Elmore Green Space and Social Enterprise Development	1.400	0.595	0.805	0.400	1.000
<b>Total</b>		<b>1.400</b>	<b>0.595</b>	<b>0.805</b>	<b>0.400</b>	<b>1.000</b>
<b>Deputy Leader</b>						
1.2.1	Fleet - Refuse Collection Vehicle Replacement Programme	1.088	1.088	0.000	0.000	1.088
1.2.2	Scheme Feasibility and Design – Neighbourhood Services	0.550	0.100	0.450	0.000	0.550
1.2.3	Replacement Coalfields Depot and provision of a Salt Barn	6.503	0.695	5.808	0.000	6.503
1.2.4	Improvement to Parks and Open Spaces	4.500	1.500	3.000	0.000	4.500
<b>Total</b>		<b>12.641</b>	<b>3.383</b>	<b>9.258</b>	<b>0.000</b>	<b>12.641</b>
<b>Cabinet Secretary</b>						
1.3.1	Smart Cities - Replacement of End User Devices	1.697	0.000	1.697	0.000	1.697
1.3.2	Smart Cities - Network Monitoring	0.158	0.158	0.000	0.000	0.158
1.3.3	Smart Cities - Back-up Solution and Data Storage	0.200	0.200	0.000	0.000	0.200
1.3.4	Smart Cities - Essential Hardware Replacement	0.135	0.135	0.000	0.000	0.135
1.3.5	Smart Cities - Remote Connection Solution	0.125	0.000	0.125	0.000	0.125
1.3.6	Bishopwearmouth Cemetery - South Chapel Repair/Conservation Works	0.600	0.600	0.000	0.600	0.000
<b>Total</b>		<b>2.915</b>	<b>1.093</b>	<b>1.822</b>	<b>0.600</b>	<b>2.315</b>
<b>Dynamic City</b>						
1.4.1	Reinstatement of Bridleway (Downhill)	0.110	0.110	0.000	0.000	0.110
1.4.2	Overflow car park - North Area Playing Fields Washington	0.045	0.045	0.000	0.000	0.045
1.4.3	Sunnyside Regeneration (Nile & Villiers Street)	24.000	6.000	18.000	24.000	0.000
<b>Total</b>		<b>24.155</b>	<b>6.155</b>	<b>18.000</b>	<b>24.000</b>	<b>0.155</b>
<b>Healthy City</b>						
1.5.1	Technology Solutions – Neighbourhoods	1.000	0.250	0.750	0.000	1.000
1.5.2	Community Equipment Service - New Storage Facilities at Leechmere	0.500	0.500	0.000	0.000	0.500
1.5.3	Day Centre Replacement - Additional Costs	2.602	0.000	2.602	0.000	2.602
1.5.4	Learning Disabilities Out of Hospital Community Provision	0.724	0.724	0.000	0.362	0.362
<b>Total</b>		<b>4.826</b>	<b>1.474</b>	<b>3.352</b>	<b>0.362</b>	<b>4.464</b>
<b>Vibrant City</b>						
1.6.1	Arts Centre Washington Refurbishment	0.400	0.400	0.000	0.200	0.200
1.6.2	Raich Carter Centre Improvement Works	0.250	0.250	0.000	0.000	0.250
1.6.3	Modernising Libraries (Washington and Houghton Libraries)	0.500	0.300	0.200	0.000	0.500
<b>Total</b>		<b>1.150</b>	<b>0.950</b>	<b>0.200</b>	<b>0.200</b>	<b>0.950</b>
<b>TOTAL OF INVESTMENT PROPOSALS</b>		<b>47.087</b>	<b>13.650</b>	<b>33.437</b>	<b>25.562</b>	<b>21.525</b>

- 7.2 The proposed additional new projects total £47.087m (£13.650m in 2022/2023 and £33.437m in future years). Of the total £47.087m:
- £25.562m is expected to be funded by external grants and contributions; and
  - The remaining balance of £21.525m is to be met from available Council resources, following approval of the Budget Planning Framework Report and Medium Term Financial Plan by Cabinet in October 2021.

It is important to note that:

- Some capital projects included in the table above will be subject to the positive outcomes of external grant funding bids;
- Some of the above investment is anticipated to be recouped through either S106 or commercial arrangements over time; and
- Some investments are linked to the generation of savings to support the revenue budget.

Planned funding sources for individual capital schemes may be subject to amendment to achieve best value to the Council and ensure the capital programme continues to be prudent, affordable and sustainable into future years, and within overall borrowing limits whilst still retaining flexibility.

### 7.3 Further Reports

Following approval of new project budget allocations by Council in March 2022, and in accordance with the Council's Constitution, prior to the commencement of project works, details of all new schemes must be subject to a full capital investment appraisal. Those schemes with an estimated cost more than £0.500m must be reported for approval to Cabinet before commencement of the scheme. For those schemes below £0.500m consultation must take place with the relevant Cabinet Portfolio Holder and Executive Director Corporate Services in advance of delegated decisions being taken to implement these schemes, and subsequently approved by Cabinet as part of the quarterly capital review process. Any further proposals for additional projects will follow the above processes for approval as they emerge.

## 8. Reasons for Decision

- 8.1 To comply with statutory requirements.

## 9. Alternative Options

- 9.1 No alternative options are submitted for Cabinet's consideration.

## 10. Impact Analysis

- 10.1 Impact assessments will be undertaken by Directorates to ensure programmes are delivered within budget.

## **11. List of Appendices**

- 11.1 Appendix 1 - Capital New Start / Additional Investment Proposals 2022/2023 to 2025/2026.

## **12. Background Papers**

- 12.1 Cabinet Report – 12th October 2021 - Budget Planning Framework and Medium Term Financial Plan 2022/2023 – 2025/2026.

## **Capital New Start / Additional Investment Proposals 2022/2023 to 2025/2026**

The following projects are proposed for inclusion in the 2022/2023 to 2025/2026 capital programme. Gross amounts represent the total estimated project cost. For projects with other external or other funding provision, the net amounts represent the estimated net increase in Council financial investment.

### **1.1 Leader New Start Proposals**

#### **1.1.1 Elemore Green Space and Social Enterprise Development - £1.400m gross, £1.000m net (£0.400m external funding)**

Further funding of £1.4m will support the next phase of planned works to Elemore Green Space following the approval of £1.0m for 2021/2022. Phase 1 works are to redevelop the former golf club house into a café, garden centre, visitor, community and heritage space, as well as improve the existing car park. The second phase of works, to be funded by this approval will create an additional car park, extensively improve the wider landscape of the park areas, including outdoor play facilities, signage and interpretation and seating, whilst also protecting the extensive ecology which has developed on the site over time, reduce anti-social behaviour and celebrate the heritage of the area. The delivery of the full project is reliant upon securing £0.4m external funding.

#### **Area Outcomes / Benefits and Contribution to Strategic Priorities:**

Whilst directly benefitting residents in Coalfields, it is envisaged that this community space will support the city-wide population.

- Dynamic Smart City: more and better jobs
- Dynamic Smart City: more and better skills and qualifications
- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more creative and cultural businesses
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more visitors visiting Sunderland and residents participating in events
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes
- Vibrant Smart City: more resilient people

## **1.2 Deputy Leader New Start Proposals**

### **1.2.1 Fleet - Refuse Collection Vehicle Replacement Programme - £1.088m**

Refuse Collection Vehicle (RCV) fleet requirements have been reviewed against with the current vehicle replacement profile in the existing Capital Programme. The review included an assessment of the future need for vehicles in light of increasing demands from housebuilding and commercial waste. This further investment will also support the increased cost of RCVs, as well as the pilot electric RCV which will support the Council becoming carbon neutral by 2030.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents city-wide, and will contribute to the following strategic priorities:

- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: cleaner and more attractive city and neighbourhoods

### **1.2.2 Scheme Feasibility and Design – Neighbourhood Services – £0.550m**

To provide the ability for projects to be developed from concept and feasibility stage within the Neighbourhoods Directorate. This will inform future project requirements so that full detailed design and costs can be developed, informing future capital project business cases with more accurate design, costs and financial profile. A review of actual costs on historical schemes have been assessed to inform the funding required.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents city-wide, and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better housing
- Dynamic Smart City: stronger City Centre
- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: cleaner and more attractive city and neighbourhoods

### **1.2.3 Replacement Coalfields Depot and provision of a Salt Barn - £6.503m**

This project will provide a comprehensive redevelopment / replacement of the Houghton Depot. This will include the provision of an improved service depot and facilities for Refuse, Local Services and Winter Maintenance teams and their equipment and vehicles. A new salt storage barn is also incorporated into the scheme. The current depot facilities are poor and need redevelopment so that services and employees can operate within a modern, fit for purpose facility.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents city-wide, and will contribute to the following strategic priorities:

- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Healthy Smart City: city with great transport and travel links



#### **1.2.4 Improvement to Parks and Open Spaces - £4.500m**

Capital provision of £2.500m was made available in 2021/2022 to support an improvement in parks, open spaces and allotment provision. Consultation with residents in conjunction with Neighbourhood Plans has since been undertaken to identify priorities and needs regarding parks, open spaces and fixed play in each area. Whilst it is clear that some significant improvements can be made funded from the existing provision, it is also clear that necessary infrastructure such as car park surfacing, signage and litter bins will require further investment. The provision of a further £4.500m funding will therefore expand and enhance the planned improvements to parks and open spaces.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents city-wide, and will contribute to the following strategic priorities:

- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more visitors visiting Sunderland and residents participating in events
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes
- Vibrant Smart City: more resilient people

### **1.3 Cabinet Secretary New Start Proposals**

#### **1.3.1 Smart Cities - Replacement of End User Devices - £1.697m**

Provision to continue the ongoing replacement of ICT end user devices (laptops, desktop PC's and mobile phones) to ensure the continued up-to-date and secure use of ICT services by its 3,600 customers.

Area Outcomes / Benefits and Contribution to Strategic Priority:

Having fit for purpose and resilient technical solutions for ICT users underpins the effective running of the Council and therefore indirectly supports the delivery of the City Plan.

#### **1.3.2 Smart Cities - Network Monitoring - £0.158m**

The network equipment procured for City Hall will provide Digital Network Architecture (DNA) appliance and advantage licencing for ongoing monitoring purposes. To gain maximum value across the whole ICT estate it is recommended to upgrade to advantage licencing to ensure full monitoring and enable uninterrupted network access for all ICT users.

Area Outcomes / Benefits and Contribution to Strategic Priority:  
Having fit for purpose and resilient technical solutions for ICT users underpins the effective running of the Council and therefore indirectly supports the delivery of the City Plan.

### **1.3.3 Smart Cities - Back-up Solution and Data Storage - £0.200m**

Extension of the licencing software and support and maintenance to 2024 when the hardware reaches end of life. This will ensure the continuation of robust and resilient ICT Services with the ability to appropriately back-up and protect the integrity of customers data. Also, replacement of the aging and soon to be unsupported corporate data storage system with a new solution to ensure the continuation of robust and resilient ICT Services with the ability to protect the integrity of customers data that cannot be stored on Office 365.

Area Outcomes / Benefits and Contribution to Strategic Priority:  
Having fit for purpose and resilient technical solutions for ICT users underpins the effective running of the Council and therefore indirectly supports the delivery of the City Plan.

### **1.3.4 Smart Cities - Essential Hardware Replacement - £0.135m**

Replacement of the aging hardware infrastructure at key Council sites including Uninterruptible Power Supply (UPS), Edge Switches and Connectivity hardware. This will ensure the continuation of robust and resilient ICT Services.

Area Outcomes / Benefits and Contribution to Strategic Priority:  
Having fit for purpose and resilient technical solutions for ICT users underpins the effective running of the Council and therefore indirectly supports the delivery of the City Plan.

### **1.3.5 Smart Cities - Remote Connection Solution - £0.125m**

Replacement of the Netscaler solution once it reaches end of life - the Netscaler is the remote connection solution and web content load balancer. Its replacement will ensure the continuation of robust and resilient ICT Services.

Area Outcomes / Benefits and Contribution to Strategic Priority:  
Having fit for purpose and resilient technical solutions for ICT users underpins the effective running of the Council and therefore indirectly supports the delivery of the City Plan.

### **1.3.6 Bishopwearmouth Cemetery - South Chapel Repair/Conservation Works - £0.600m gross, £0.000m net (£0.600m external funding)**

A condition report on the South Chapel building at Bishopwearmouth Cemetery has identified that repair and conservation works are required to prevent further decay and preserve the building. It is proposed to develop a detailed design and specification to carry out a programme of repair and conservation works in accordance with recommendations of the condition report, however, this would only progress if external funding can be secured to meet the full costs.

Area Outcomes / Benefits and Contribution to Strategic Priority:

The investment would provide direct benefits in the East Sunderland area but also benefit residents across the city, and will contribute to the following strategic priorities:

- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes

## **1.4 Dynamic City New Start Proposals**

### **1.4.1 Reinstatement of Bridleway (Downhill) - £0.110m**

Planned improvements to a stretch of the bridle path to the South of the Downhill Football Hub. The widening of an existing path would provide an improved access solution for residents accessing the site and using the public right of way recreationally.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents in the North Sunderland area of the city, as well as city-wide, and will contribute to the following strategic priorities:

- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes

### **1.4.2 Overflow car park - North Area Playing Fields Washington - £0.045m**

The creation of circa 90 car parking spaces on unused land adjacent to the west of the approach road to the former Northern Area Playing Fields which is now home to the Washington Football Hub and additionally is the access point for the Washington Riding Centre. The existing gates will also be repaired, along with the installation of timber fencing. The works will be supported by £0.010m S106 developer contributions.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents in the Washington area of the city, as well as city-wide, and will contribute to the following strategic priorities:

- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes

**1.4.3 Sunnyside Regeneration (Nile & Villiers Street) - £24.000m gross, £0.000m net (£24.000m external funding)**

The continued regeneration of Sunnyside through the development of new and better homes, provision of new workspaces and establishment of a sustainable new community is a longstanding ambition of the Council and its partners and is aligned with the objectives of the City Plan.

A partnership comprising TownDev Ltd and Create Streets, with support from Hendon based charity Back on the Map, has produced a vision for the development of a Living Arts Hub at the Council owned Site in Nile & Villiers Street. The Living Arts Hub will be an exemplar residential-led mixed-use scheme comprising 87 high quality, sustainable homes and workspaces which will be particularly appealing to Sunderland's vibrant creative community and will kickstart regeneration in Sunnyside and Old Sunderland.

Delivery of the scheme is dependent on securing third party funding to cover the full capital cost of the development. The Council has been successful in securing grant funding of £4.7m from the Government's Levelling Up Fund to support delivery of the scheme. In addition, the partnership is exploring mechanisms to secure the balance of funding.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The proposed regeneration will deliver social and economic benefits in an area of the city which is in much need of intervention and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better jobs
- Dynamic Smart City: more and better housing
- Dynamic Smart City: more and better skills and qualifications
- Dynamic Smart City: stronger City Centre
- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Healthy Smart City: city with great transport and travel links
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes

## **1.5 Healthy City New Start Proposals**

### **1.5.1 Technology Solutions – Neighbourhoods - £1.000m**

The 'Technology Solutions' project is aimed at building upon the previously successful capital project of Assistive Technology within the Neighbourhoods directorate. During the previous project funding was utilised for assistive technology specific to adult social care and also mini schemes focused upon Technology Aided Productivity (TAP) benefiting the productivity of operational teams.

To continue these improvements, a rolling programme will progress for technology solutions to support Neighbourhoods Services to reduce operational costs through the deployment of various technological solutions including for example virtualised infrastructure, desktops and applications.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits for residents across the city, and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better housing
- Dynamic Smart City: more and better skills and qualifications
- Dynamic Smart City: stronger City Centre
- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more visitors visiting Sunderland and residents participating in events
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes
- Vibrant Smart City: more resilient people

### **1.5.2 Community Equipment Service - New Storage Facilities at Leechmere - £0.500m**

The Community Equipment Service (CES) operates from Leechmere training centre. Due to the impact of the pandemic and hospital discharges, the equipment storage requirement has significantly increased. A new storage, admin and workshop facility is planned at Leechmere to help deliver:

- equipment to support activities of daily living
- equipment to support home nursing
- mobility equipment and nonpowered wheelchairs
- fitting of telecare/assistive technology
- 24/7 equipment delivery and repair service

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits for residents across the city, and will contribute to the following strategic priorities:

- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Vibrant Smart City: more people feel safe in their neighbourhoods and homes
- Vibrant Smart City: more resilient people

### **1.5.3 Day Centre Replacement - Additional Costs - £2.602m**

There is £6m provided for within the current capital programme for a replacement adult social care day centre. However, after recent architect cost proposals, including the inclusion of Hydrotherapy pool, the cost estimate has increased to £8.602m, resulting in additional funding required of £2.602m.

The new day centre building, planned to be located on a site beside North View Academy School in South Hylton, will provide a day care service offering social stimulation that is outcome focused but is able to meet the person's holistic health and social care needs. The service will be designed specifically to meet the needs of people with complex disabilities and behaviours, most of which are currently accessing current provision based in Washington and Fulwell.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide physical benefits / support to residents across the city, and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better jobs
- Dynamic Smart City: more and better skills and qualifications
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more resilient people

### **1.5.4 Learning Disabilities Out of Hospital Community Provision - £0.724m gross, £0.362m net (£0.362m external funding)**

Investment into accommodation tailored solutions to ensure that people with a learning disability and/or autism in hospital who could be supported in the community are discharged into a community setting as soon as possible and to prevent inappropriate admissions, and longer-term work to reshape the provision of care and support services. Match funding has been provided by the Clinical Commissioning Group (CCG).

Area Outcomes / Benefits and Contribution to Strategic Priorities:

- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives

- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more resilient people

## **1.6 Vibrant City New Start Proposals**

### **1.6.1 Arts Centre Washington Refurbishment - £0.400m gross, £0.200m net (£0.200m external funding)**

Planned investment to update, improve and make more accessible a number of hire spaces at Arts Centre Washington. This will generate additional income to support operations and programme, and see the Low Barn, Granary and Theatre upgraded. The progressing of the full project is reliant upon securing £0.200m grant funding from a bid recently submitted to the Arts Council England; for which the outcome is expected in January 2022.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents in the Washington area of the city, as well as city-wide, and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better jobs
- Dynamic Smart City: more and better skills and qualifications
- Dynamic Smart City: stronger City Centre
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Healthy Smart City: cleaner and more attractive city and neighbourhoods
- Healthy Smart City: city with great transport and travel links
- Vibrant Smart City: more creative and cultural businesses
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more visitors visiting Sunderland and residents participating in events
- Vibrant Smart City: more resilient people

### **1.6.2 Raich Carter Centre Improvement Works - £0.250m**

Following community engagement and consultation in September 2021 improvement works are planned to Raich Carter Sports Centre. The improvements will be a replacement of the surface of the 3G football pitch on site which is currently unplayable and therefore reducing the opportunities for residents to engage in sport and physical activity.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents in the East Sunderland area of the city, as well as city-wide, and will contribute to the following strategic priorities:

- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives

- Healthy Smart City: people enjoy independent lives
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more resilient people

### **1.6.3 Modernising Libraries (Washington and Houghton Libraries) - £0.500m**

A modernisation and refurbishment of both Houghton and Washington libraries will be aligned to Culture House, equally profiling the professional Libraries Services in the City to a position where they can support and improve life skills and chances of residents of all ages and backgrounds. The investment in Culture House will create an exciting City centre space for learning, creativity and socialisation, the modernisation of both Houghton & Washington will create a similar vibrant, physical experience for residents across the City, ahead of Culture House opening. The initial modernisation will update and refurbish the libraries to make them dynamic, exciting, and stimulating for people of all ages but at the same time welcoming and comfortable safe spaces.

In addition, and separate to the above investment, an Expression of Interest has been submitted to the Arts Council England (ACE) Library Improvement Fund for £0.250m to develop two Library Lab spaces at Houghton and Washington that would provide residents with spaces for creative learning through cultural engagement, technologies, reading, socialising in local spaces that will build their confidence to transition to other venues. A full funding bid for Library Labs was submitted to ACE September 2021, and the outcome is expected February 2022.

Area Outcomes / Benefits and Contribution to Strategic Priorities:

The investment will provide benefits to residents in the Washington and Coalfields areas of the city and will contribute to the following strategic priorities:

- Dynamic Smart City: more and better skills and qualifications
- Dynamic Smart City: low carbon city and digital connectivity for all
- Healthy Smart City: access to equitable opportunities and life chances
- Healthy Smart City: reduced health inequalities enabling more people to live healthier longer lives
- Healthy Smart City: people enjoy independent lives
- Vibrant Smart City: more creative and cultural businesses
- Vibrant Smart City: more residents participating in the communities
- Vibrant Smart City: more visitors visiting Sunderland and residents participating in events
- Vibrant Smart City: more resilient people



**CITY PLAN “SUNDERLAND 2019-2030” AND INDICATIVE TIMELINE  
ASSURANCE PROCESS**

**Report of the Executive Director of Corporate Services**

**1.0 Purpose of the Report**

- 1.1 To seek Scrutiny Coordinating Committee’s consideration of the details of the City Plan and Indicative Timeline assurance process and the proposed updating of the Plan and Timeline.
- 1.2 Committee’s views will contribute to the assurance process and the finalisation of the updated Plan and Indicative Timeline.

**2.0 Context**

- 2.1 The City Plan is the council’s sole strategic plan. It is an Article 4 Plan subject to approval by Full Council.
- 2.2 The City Plan covers the period 2019-2030 and describes the Challenges, Themes and Commitments for the regeneration, growth and recovery of the city post the Covid-19 pandemic.
- 2.3 Following the City Plan’s and Indicative Timeline’s initial publication in 2019 it was intended that annual reviews would be undertaken of both.
- 2.4 The first review was undertaken last year as the impacts of the Covid-19 pandemic started to become apparent and resulted in revisions that are included within the current version of the City Plan, including:
  - The inclusion of a Covid-19 specific Challenge
  - Refinements to the wording of other Challenges
  - References to Smart City to recognise the globally significant developments taking place in Sunderland
  - Refinements to the wording of the Commitments
  - The updating of the Indicative Timeline of activities through to 2030

**3.0 Current Position**

- 3.1 Given the continuing emerging impacts of the Covid-19 pandemic and other related socio-economic and structural changes impacting on the city, evidence has been collated to determine whether changes need to be made to the City Plan and Indicative Timeline this year, including:
  - The council’s quarterly performance reporting process
  - Responses to quarterly performance reporting to Scrutiny
  - Specialist analysis and considerations from council services and city partners
  - Analysis of wider socio-economic, demographic and deprivation data and intelligence.

- 3.2 Input from city partners is an addition to the process this year and going forward will help evidence more, for residents and stakeholders, how collective progress is being made towards achieving the City Plan vision.
- 3.3 Following analysis of the evidence, the majority of the City Plan remains relevant. But in considering the 'Challenges' and given the significant, current focus on tackling global climate change, it is proposed that a related Challenge (and associated additions to relevant Commitments) is included:
- “Sunderland will play its role in tackling the global challenge of climate change, working together across the city to be carbon neutral by 2040”*
- 3.4 The analysis also indicates that the Indicative Timeline requires updating to reflect the breadth and current status of key projects in the city that will contribute to delivery of the Plan.
- 3.5 A workshop was held with Scrutiny Coordinating Committee on 30 November. The Committee's considerations at the workshop have been used to refine the final content of the updated Indicative Timeline.
- 3.6 The draft updated City Plan 2019-2030 and Indicative Timeline, at the time of the preparation of this report, are attached at Appendix 1. Any further, proposed changes as the assurance process continues, will be tabled at the meeting.

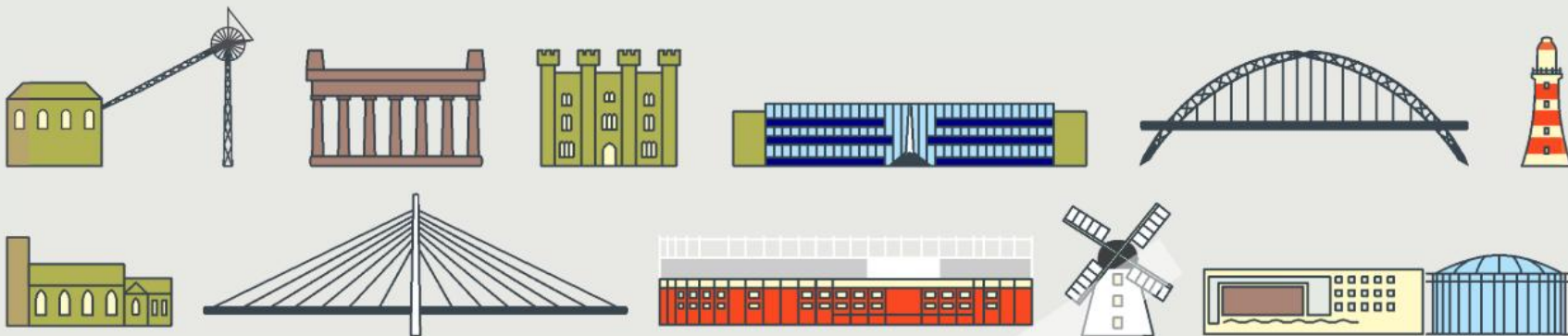
#### **4.0 Next Steps**

- 4.1 Subject to the Committee's considerations it is proposed that a report is presented to the 11 January 2022 Cabinet meeting with a view to the proposed updated City Plan 2019-2030 and Indicative Timeline being adopted by Full Council at its meeting on 26 January 2022.

#### **5.0 Recommendation**

- 5.1 Scrutiny Coordinating Committee is recommended to consider the details of the City Plan and Indicative Timeline assurance process and the proposed updating of the Plan and Timeline.

## **Appendix 1: Draft Updated City Plan “Sunderland 2019-2030” and Indicative Timeline**



# SUNDERLAND 2019-2030

# DEVELOPING OUR CITY PLAN

**Our  
Challenges**



**Our  
Vision**



**Our  
Themes**



# OUR CHALLENGES

The city and its residents emerge from the Covid-19 pandemic in a strong and competitive position





# OUR CHALLENGES

Health and wellbeing outcomes  
are significantly improved





## OUR CHALLENGES

Residents' skills and qualifications enable them to secure good jobs matching the needs of employers in the city's key sectors



# OUR CHALLENGES

Sunderland offers the opportunities that families and individuals need to achieve their ambitions





# OUR CHALLENGES

Sunderland City Centre will drive transformational economic growth with Riverside Sunderland demonstrating clearly our investment ambition



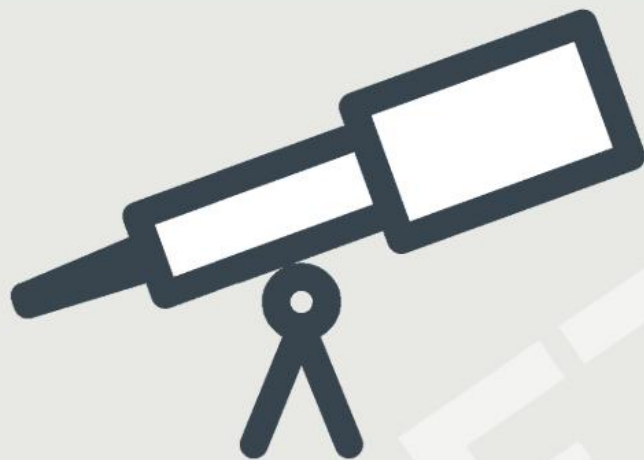


## OUR CHALLENGES

Families are resilient and resourceful to respond to challenges and achieve the best possible outcomes for their children

# OUR CHALLENGES

Sunderland will play its role in tackling the global challenge of climate change, working together across the city to be carbon neutral by 2040



# OUR VISION

**By 2030 Sunderland will be  
a connected, international city  
with opportunities for all**



# OUR THEMES



**A DYNAMIC  
SMART CITY**



**A HEALTHY  
SMART CITY**



**A VIBRANT  
SMART CITY**



# A DYNAMIC SMART CITY

**by 2030 we will have:**

- 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



# A HEALTHY SMART CITY

**by 2030 we will have:**

- reduced health inequalities enabling more people to live healthier longer lives
- access to equitable opportunities and life chances
- people enjoying independent lives
- great transport links with low carbon and active travel opportunities for all
- a cleaner and more attractive city and neighbourhood





# A VIBRANT SMART CITY

**by 2030 we will have:**

- more resilient people
- more people feeling safe in their homes and neighbourhoods
- more residents participating in their communities
- more people visiting Sunderland and more residents informing and participating in cultural events, programmes and activities

# INDICATIVE TIMELINE

- Increase in economic activity at the Port
- On-site development of Sunderland Station
- New City Hall opens on Riverside Sunderland
- Roll out of 5G city-wide
- SSTC3 (Northern Spire to City Centre) opens
- Increased business take-up of low carbon initiatives
- New primary school opens
- Commission new domestic abuse services model
- Deliver Sunderland Covid-19 Health Inequalities Action Plan
- Deliver connected, automated logistics project
- Deliver Safer Streets (including female safety)

- 2,000 new office jobs
- Heat and power network in the city centre progressing
- New 4\* hotel
- More resilient families in Sunderland
- More local people benefitting from a stronger economy
- Increase in the number and strength of creative and cultural businesses
- Sunderland's heritage collections, archives and buildings enjoyed by

residents and safeguarded for future generations

- Deliver Sunderland Future Living Expo 2023
- Culture House cultural hub and library opens at Riverside Sunderland
- Housing Innovation and Construction Skills Academy opens at Riverside Sunderland
- First Early Adopter New T Level qualifications awarded
- New national/international events

- Adult Health Mental Health Strategy delivered
- Additional low carbon affordable homes built



- Better walking and cycling routes linking communities to riverside and seafront and green spaces
- Reduction in smoking in the city
- More people physically active
- Improvement in household recycling rates
- More people enjoying independent lives
- Launch new Domestic Abuse

## Services Model

- Complete development of Hillthorn Business Park Phase 1
- The Yard business hub opens
- Digital Catapult affordable warmth testbed delivered
- World class music events staged in the city
- Continued Advanced Digital Infrastructure Deployment



- Sunderland Station Southern Entrance Open
- New national/international events including British Triathlon Super Series
- New purpose-built premises for Sunningdale School opens
- Replacement Hetton Primary School opens



- The gap between average wages in the city and regional average wages will be reduced
- Sunderland recognised as a cultural destination of choice
- Key housing sites developed
- Better transport links between Washington and the City Centre and other areas
- Open high level pedestrian/cycleway smart bridge linking Vaux and Sheepfolds
- Changing Places project for people with extra needs complete
- New Eye Hospital opens on Riverside Sunderland



- Sunderland will be a more dynamic, healthier and vibrant city
- Sunderland will be a Real Living Wage city
- Carbon neutral City Council 2030

**PERFORMANCE MANAGEMENT UPDATE – QUARTER 2 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 2 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 2 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 1<sup>st</sup> April 2021 and this Quarter 2 report is 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.

### **3 RECOMMENDATION**

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

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# 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.



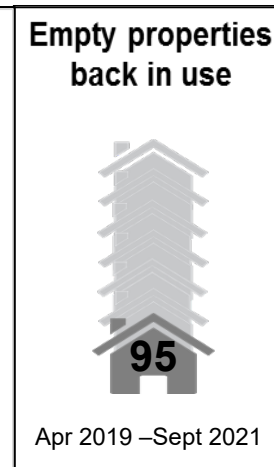
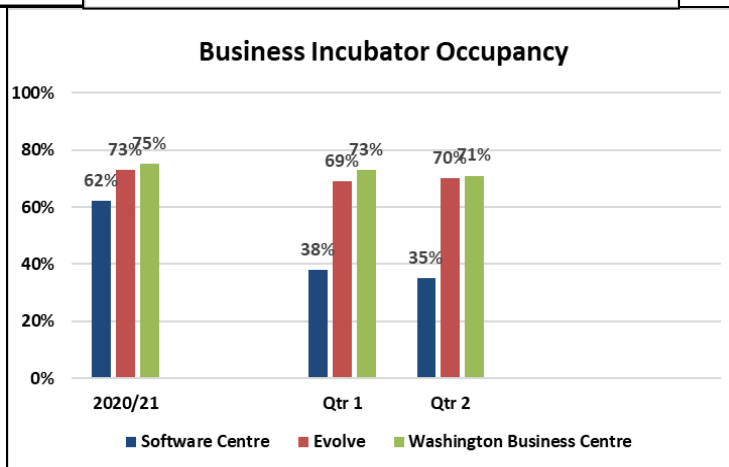
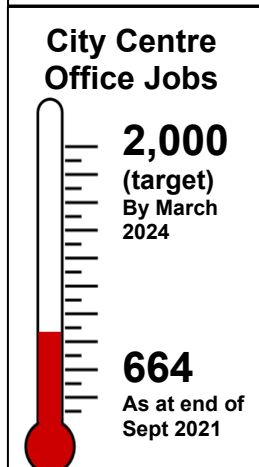
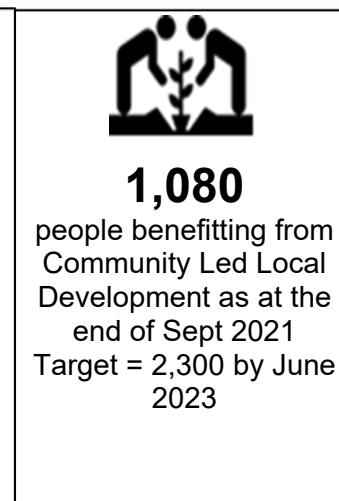
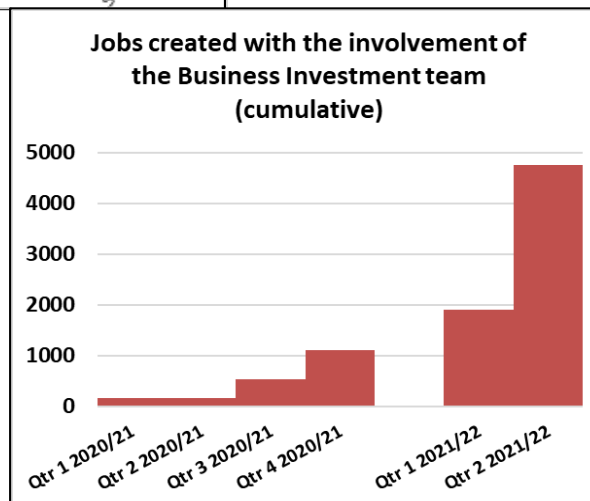
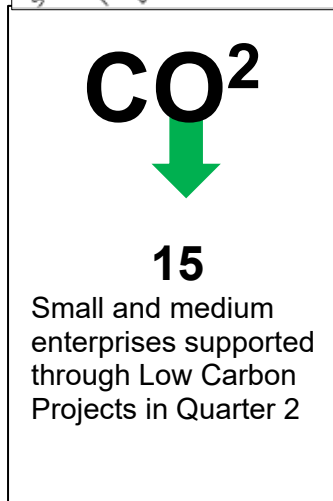
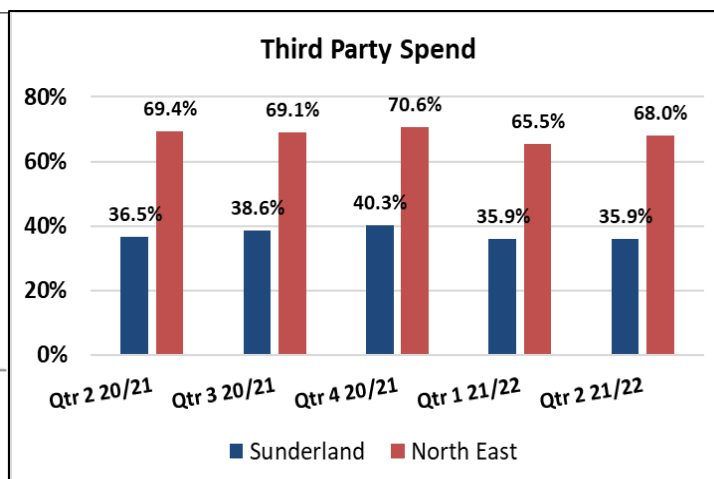
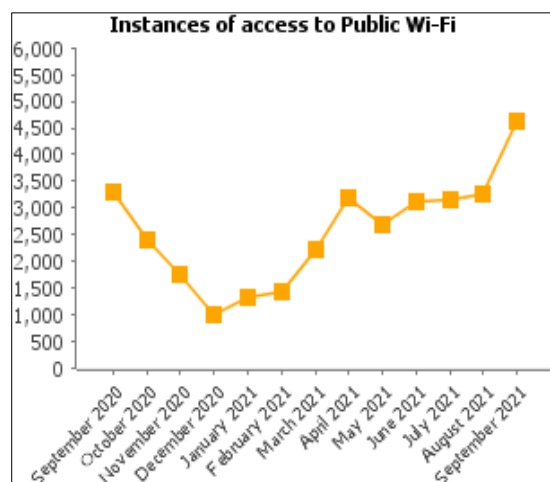
## CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
% of properties with ultrafast broadband September 2021: 64.5%	UK 68.1%	Improving (September 2020: 63.3%)
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 Jul 2020 – Jun 2021: 66.1%	NE 70.5%, GB 74.4%	Declining (Jul 2019- Jun 2020: 71.8%)
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. 2 2021/22: 0	N/A	No change (Qtr. 2 2020/21: 0)
People employed in the City Centre 2020: 13,348	N/A	Increasing (2016: 11,882)
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.2 2021/22: 226	N/A	Improving (Qtr.2 2020/21: 110)
Completed affordable homes Qtr.2 2021/22: 11	N/A	Improving (Qtr.2 2020/21: 6)



# COUNCIL LED ACTION & PROGRESS

2021/22 Timeline	Status
Increase in economic activity at the Port	Completed
Onsite development of Sunderland Station	On Track
New City Hall opens on Riverside Sunderland	On Track
Roll out of 5G city-wide (partnership secured)	Completed
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. We have now secured the partnership required for the roll out of 5G, and work has commenced on the delivery of the citywide network including free ultrafast wi-fi and 5G, expected to be live by June 2022. The proportion of Sunderland properties with ultrafast broadband had been on a continuous upward trend to the end of Quarter 1, reaching 65.1%. In August 2021, quality checks were undertaken resulting in the figure being reset to 64.1%. The figure has subsequently risen at the end of September to 64.5%. In 2020/21 instances of access to public Wi-Fi in the City Centre showed a variable trend - broadly following the severity of COVID restrictions in place at the time. Since March 2021, figures have been rising and in September 2021 there were 4,642 instances – more than double the March 2021 position of 2,223 instances. 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 877 in Quarter 1 (and from 280 in Quarter 2 of 2019/2020) to 1,094 transactions in Quarter 2. We are actively working to become Carbon Neutral as a city by reducing our carbon emissions. Previously published latest data (at 4.2 for the year 2019), shows the CO2 emissions estimate for Sunderland per capita (tonnes per resident) has reduced compared to the previous year (at 4.5) and is lower than both the North East and England. Latest figures for CO2 emissions from local authority operations show a further reduction of 2,872 tonnes to 7,094 tonnes, following on from the reduction of 4,484 tonnes in 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 15 SME's have been supported in Quarter 2.

**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. Latest figures on employment show that the employment rate for Sunderland has fallen to 66.1% for July 2020 to June 2021, from 71.8% for July 2019 to June 2020. 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. To the end of Q2 2021/22, £17.6m has been paid in grants to businesses that have continued to be impacted by the pandemic whilst £18.3m has been awarded in additional business rates reliefs in line with the Government's criteria. The business grants schemes are now closed. Through these challenging times for business, we've continued to ensure that our Council activity supports the local economy where possible. 68% of all Council third party spend was within the regional economy, and £7,650,589 of social value was secured through our procurement projects in Quarter 2. 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 continues to pursue 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 £29.30 lower than that for workers as at April 2021). In Quarter 2 a digital skills exercise has been commissioned for skills to support our wider digital ambitions for the city. 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. Previously published

data shows progress has been made on being a real living wage City. The percentage of workers living below the living wage foundation rate reduced from 26.4% in 2016 to 16.1% in 2020, better than the North East (22.5%) and England (20.4%). New local data shows there are 56 accredited real Living Wage employers in the city and 6,181 workers employed by them. 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 1,080 individuals have benefitted from the initiative. The VCS Alliance has also secured Community Renewal Funding (£204k), to support the VCS across Sunderland to create training and work placements for residents, supporting residents to consider the third sector as career of choice, growing capacity for the sector in the future.

**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. In the long term there will be more people living and working in the City Centre. 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. Latest figures published in September 2021 show the City Centre residential population to be 3,089, an increase of 189 people on the previous year. Riverside Sunderland will also comprise of 1 million square feet of modern offices, commercial premises, and other employment space, creating new sites for businesses to grow. Latest published figures show there were 13,348 people employed in the City Centre, an increase on the figure for the previous year of 11,911. At the end of Quarter 2, 664 new city centre office jobs have been created since April 2019. Riverside Sunderland, along with the wider City Centre will benefit from a new heat and power network in the city centre, with a funding application submitted in Quarter 2. We continue to progress our plans for a range of physical developments in the city such as the onsite development of Sunderland station and new station hotel. In Quarter 2, the Central Station principal contractor was awarded through procurement.

**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. Figures previously published for out migration show a slowing from a net of -722 in 2018 to -403 in 2020. Whilst the latest figure is higher than the five-year long-term trend figure of -381 for 2016, the 2016 figure was the lowest figure reached before figures declined substantially in 2017 (to -748) and then began reducing year on year. In Quarter 2, there were 334 additional homes in the city (including new and conversions) - of which 191 are in council tax bands C-G. There have been 11 completed affordable homes in Quarter 2. Alongside this, we are committed to ensuring that the housing we have is of quality - with 5 empty properties brought back into use in Quarter 2 (taking the total since April 2019 to 95), and 114 privately rented properties inspected for hazards. 15 properties were identified to have Category 1 hazards. Action has been taken by officers to work with property owners which has seen 8 Category 1 hazards resolved in the period.



# 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.

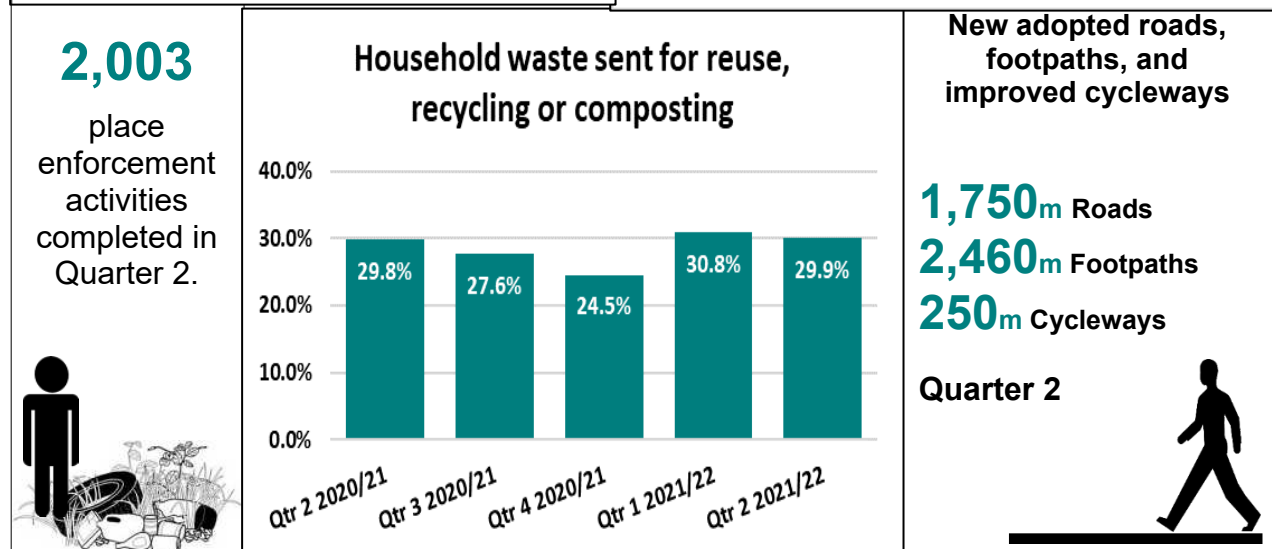
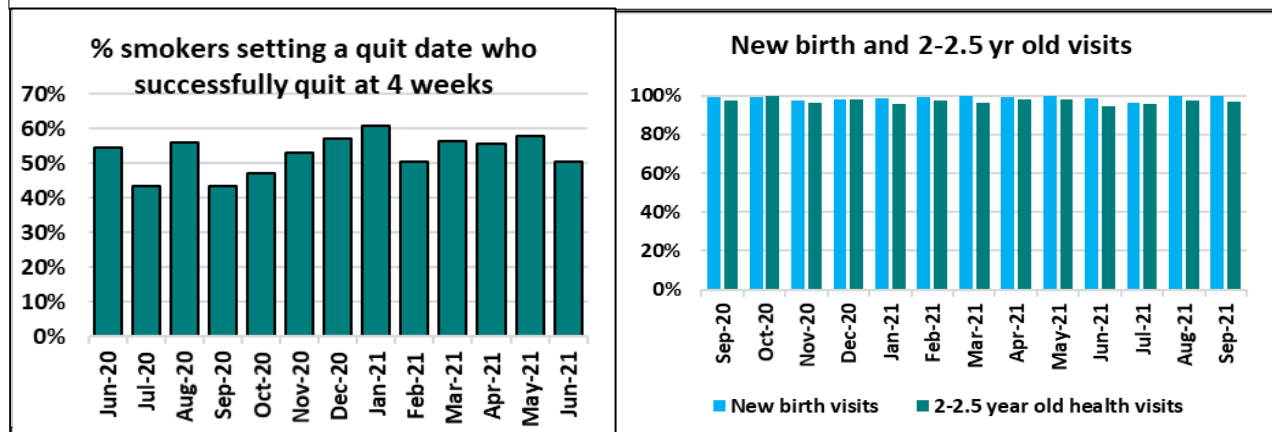
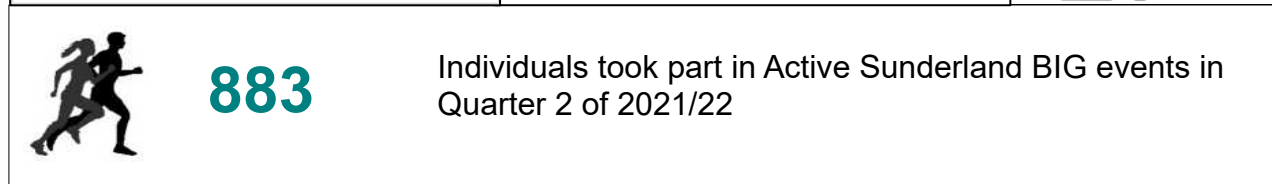
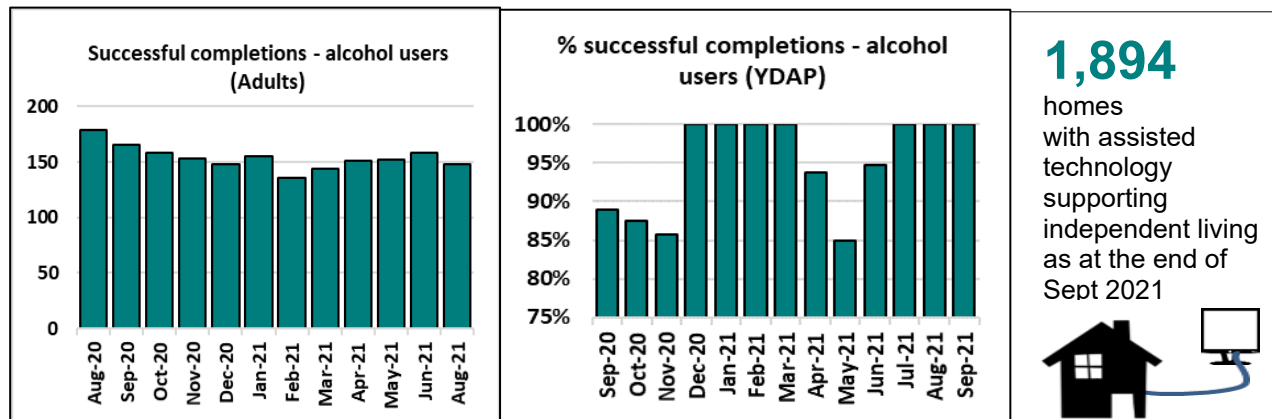


## CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
<b>Healthy Life Expectancy at birth 2017-2019 as at 2020/21:</b> <b>Female: 57.3 yrs.</b> <b>Male: 57.5 yrs.</b>	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.)
<b>Admission episodes alcohol-related 2019/20: 2,602</b> (Broad, Persons, per 100,000 pop)	N/A	N/A
<b>Smoking prevalence: 2018/19: 16%</b> 2019/20 release cancelled	England 13.9%, NE 15.3%	Improving (2014/15: 21.5%)
<b>The proportion of adults who are overweight or obese 2019/20: 73.5%</b>	England 62.8%, NE 67.6%	Declining (2015/16: 70.1%)
<b>Prevalence of overweight (incl. obese) among children in Year 6 2019/20: 36.7%</b>	England 35.1%. NE 37.5%	Improving (2015/16: 39.8%)
<b>% of people that are fairly active / active (Active Lives – Public Health) 2019/20: 74.4%</b>	England 77.1%, NE 75.4%	Improving (2015/16: 73.3%)
<b>Women who smoke at time of delivery Qtr. 4 2020/21: 13.7%</b>	England 8.9% NE 12.7%	Improving (Qtr. 4 2019/20: 21.7%)
<b>EYFSP Good level of development 2018/19: 72.6% (2020/21 data release cancelled)</b>	19.4	Improving (2014/15: 66%)
<b>Teenage pregnancy (under 18 conception rate) rolling year: Qtr. 1 2020/21: 18.2</b>	England 14, NE 20.7	Improving (Qtr. 1 2019/20: 29.9)
<b>Proportion of people (18+) living independently (without social care services) Qtr. 2 2021/22: 98.2%</b>	N/A	Improving (Qtr.2 2020/21 98.2%)
<b>Litter - % of relevant land &amp; highways with deposits that fall below an acceptable level Qtr. 2 2021/22: 10.1%</b>	N/A	Declining (Qtr.2 2020/21: 0.99%)

# COUNCIL LED ACTION & PROGRESS

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



**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 7,276 cases (with a 79% success rate) since the commencement of the local scheme (Local 0) on 22<sup>nd</sup> March 2021 to the end of September 2021. Staffing capacity remains at an increased level as high numbers of cases continue to be detected each day, following the commencement of the Autumn/Winter school term. The service continues to operate a hybrid model (currently the council receives positive cases that the national team have been unable to contact after 4 hours).

In addition to the impacts of infection, we know that the pandemic will have had 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. An updated figure has been published for hospital admissions due to alcohol (adults), however, due to changes in how the statistics have been compiled figures are not comparable with previous data or comparator figures. The new Adult Substance Misuse Service has been launched to be responsive to local need and the Alcohol Action Plan is now being implemented across the 8 strands of the plan. The expected update on smoking prevalence has been cancelled. Our Step-up Sunderland App aims to encourage residents to stay active and in Quarter 2 there were 102 new sign ups and 243 million steps counted. In Quarter 2 the BIG Walk, Cycle and Run events were delivered enabling more people to be physically active. The Active Sunderland Wellness Walking programme was re-established with new training for walk leaders, and 464 attendances on led walks. Local research has been completed to understand better levels of resident activity to enable the development of an in-activity plan. Over the summer period a holiday and food programme were delivered, along with additional supporting activities. Sunderland Weight Management programme commenced with August with a target of supporting 1,500 residents. Change 4 Life Team recommenced full time school and family sessions in September, including the introduction of a new school weigh and measure programme. 83 schools achieved Gold, Silver and Bronze award for the Great Active Sunderland School Charter with 30,266 school pupils benefitting from the programme. In Quarter 2 there were 422,187 Leisure Centre attendances and 102,583 visitors through the turnstiles of Football Hubs with 6,990 participants playing football on grass pitches. Work has been undertaken to strengthen the offer within the Healthy Settings Programme and related prevention offer and work completed in relation to the identification of the five Healthy Weight Declaration commitments for 2021/22. We continue to promote healthy choices by our own people through the Employee Wellness programme with external businesses providing advice and guidance.

Latest data published in September 2021, for the three-year period of 2018-2020, shows the suicide rate for Sunderland has increased (in line with the national trend) to 14.4 per 100,000 (age 10+) from 12.4 (for 2017-2019), and is above the England rate of 10.4 and North East rate of 12.4. 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 progressing work towards signing 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. In Quarter 2, 99.6% of new birth visits and 97.5% of 2.5-year-old checks have been carried out in timescale (within the target of 95%) based on a mixed model of prioritised face to face visits and virtual contacts. In education, following on from the completion of a new primary school building

(Willow Fields Primary School), the building has now been handed over. There was no update on EYFSP Good Level of Development as the 2020/21 data release was cancelled. The rate of under 18 conceptions (teenage pregnancy) has been continuously improving over the year to end of June 2021 (latest data), reducing to 18.2 per 1,000 (from 29.9 for the same period in the previous year) and now under the North East rate of 19.4. Work recently undertaken in support of this agenda includes enhanced C-Card (contraceptive service) in pharmacies, support to schools around a co-ordinated approach to relationships and sex education and implementation in the prevention offer in relation to both targeted and universal services. Work is underway to update the Sunderland Child Health Profiles both at locality and Ward levels, including teenage conceptions and C Card data, that will enable us to understand and act on inequalities in teenage conception rates. 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.

**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. Work has commenced to develop a plan for an integrated health and social care team in support of a city Health and Social Care Workforce Strategy. With the roll out of the assistive technology in the home offer, 1,894 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 we aspire to reduce the number of emergency hospital admissions due to falls (in people aged 65+), with latest figures (for 2019/20) at 2,628 per 100,000 (compared with 2,412 for the North East and 2,222 for England). We have commenced work with our partners, through the Aging Well Delivery Board. Using local intelligence, we have identified key areas of targeted work that will contribute to the achievement of outcomes identified within the City Plan to reduce falls, and the impact of falls, on our residents. This includes the recruitment of a Falls Coordinator and a targeted Care Home Team. The Board has used data to identify cohorts of residents who have frailty indicators, and this information is being used to target engagement, prevention and early intervention support to our communities at a ward and locality level.

**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. Progress continues to be made on the new pedestrian access across the Wear river, with the completion of the detailed design. In Quarter 2 there were 1,750m of adopted roads, 2,460m of adopted footpaths and 250m of new or improved cycleways. 1,896 school children have taken part in pedestrian training in 2021/22, and although cycle training has been impacted by COVID, 1,017 children have taken part in cycle training in the same period.

**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 at 29.9% in Quarter 2, is consistent with performance in the same period in the previous year. Work continues to drive improvements to the rate of recycling across the city and a revised communications plan is being developed covering Local Services and Refuse to further support this aim. 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 delayed slightly due to issues with Wayleave Agreements. The scheme is now scheduled for completion in January 2022. At the end of Quarter 2, the percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level (at 10.1%) 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 2, 2,003 enforcement activities had been carried out. The Quarter 2 enforcement activities included 346 investigations, 1,170 warning letters, 18 Section 47 notices (businesses) and 178 Section 46 notices (residents). Both section 46 and 47 notices relate to the storage, disposal and presentation of waste under the Environmental Protection Act 1990. The Spring Clean 2021 event was delayed due to COVID

but has now been delivered and evaluated – with clean-ups facilitated in each area. Further clean ups and activities continue and are planned to build upon the success.

# 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)  
Sept 2021: 104.4**

England 67  
NE 108  
SN 108.7

Improving  
(Sept 2020: 113.6)

**Rate of CYP subject to a child  
protection plan (per 10k) Sept 2021:  
63.5**

England 41.4  
NE 67.2  
SN 56.1

Improving  
(Sept 2020: 73.3)

**Rate of Children in Need (per 10k)  
Sept 2021: 378.4**

England 321.2  
NE 461.2  
SN 415.3

Improving  
(Sept 2020: 379.8)

**Residents supported by food banks  
Qtr.2 2021: 3,919**

N/A

Improving  
(Qtr. 2 2020: 4,101)

**Crime (recorded incidents): (April –  
September 2021): 13,806**

N/A

Improving  
(April – Sept 2020: 14,480)

**Residents' feelings of safety (local)  
Qtr. 1 2021/22: 95%**

N/A

No data for Qtr.1 2020/21  
Survey was suspended

**The proportion of people who use  
services who feel safe 2019/20:  
79.7% (no survey undertaken in 2020)**

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**

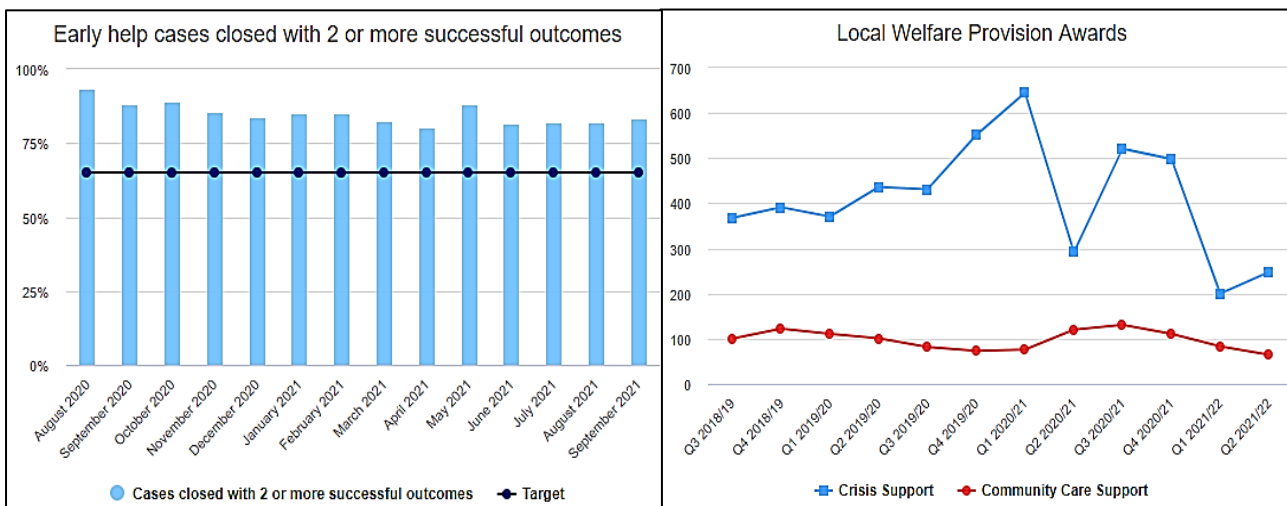
N/A

Declining  
(2016: £399m)



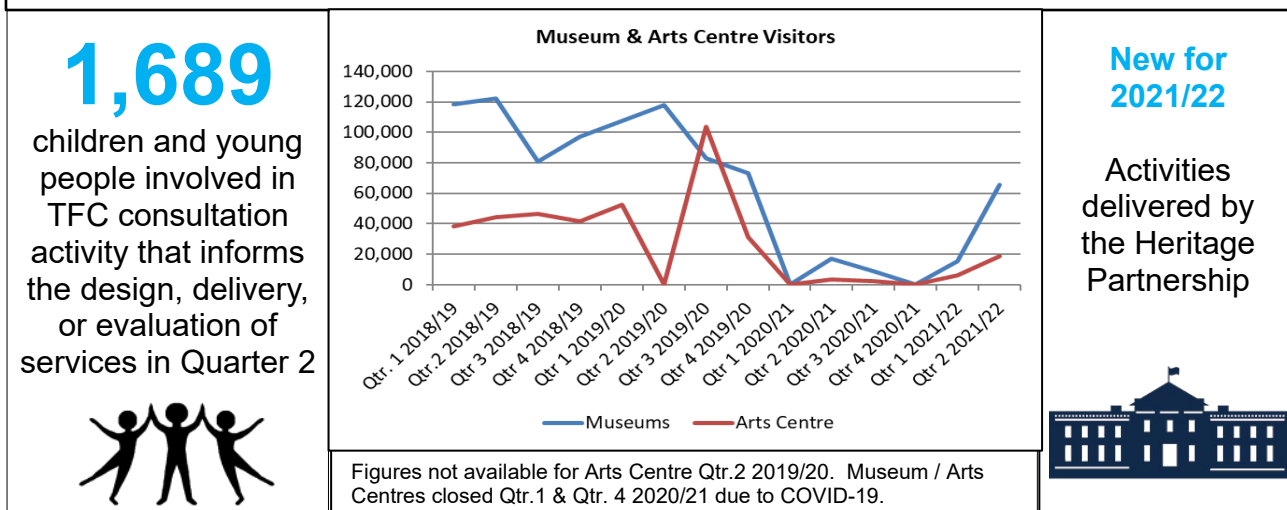
# COUNCIL LED ACTION & PROGRESS

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



## 28 Events

facilitated by the Council, on Council land / in council buildings in **2021/22**



**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 with all reduced in comparison with the end of Quarter 1 and the same period in the previous year. The following Children's Service's key delivery targets have been met as at the end of Quarter 2: % of early help cases closed with successful outcomes (at 83.3%), % of all referrals with a decision were within 24 hours (at 99.1%), % of children subject to a child protection plan receiving a statutory visit within 20 working days (at 97.1%), % of Cared for Children that have an up to date Personal Education Plan (at 99.4%), % of Cared for Children that have experienced 3+ placements within the last 12 months (at 8.4%) and % of care experienced young people aged 17-21 in touch with the service within 8 weeks of previous contact (at 91%). 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 continued throughout 2020/21, with 5,595 residents supported in January to March 2021. In Quarter 1 of 2021/22, figures reduced to 3,744, however, in line with previous years trends figures rose to 3,919 Quarter 2 due to increased demand over summer months. In Quarter 2 there were fewer Crisis Support Awards (at 248) compared with the same period in the previous year (at 292) and substantially fewer to the year prior to that (at 436). There were also fewer Community Care Support awards at 65 (compared with 120 in Quarter 2 of 2020/21). The VCS Alliance alongside the Council are also working closely with health partners by leading the social prescribing workstream, linked to the new ICS place-based arrangements, to ensure services are accessible for all residents, enabling residents to support their own health and personal wellbeing, as well as their financial resilience. Sunderland continues to drive forward the delivery of the Community Wealth Strategy, working closely with City Board partners including the voluntary and community sector, via the recently established VCS Alliance. Sunderland Council has enhanced its social value-added policy in relation to all procurement activity and now, working in partnership with the voluntary sector, via the VCS Alliance, is ensuring targeted support within communities, from all Council investments in the City.

**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 1 of 2020/21 at 95%. Crime for April 2021 to June 2021 (at 13,806 incidents) has decreased when compared with the same period in the previous year (14,480 incidents). We are committed to disrupting criminal and anti-social behaviour through intervention and enforcement with 24 intelligence led pro-active disruption activities carried out in relation to licensing in Quarter 2. In Quarter 2, work undertaken over the last two years to review enforcement and licencing and enabling of locality neighbourhood delivery based on a targeted intelligence led approach was concluded, with the evaluation and review of Neighbourhood Plans. 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 in early 2022.

**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. In Quarter 2, there were 420 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 1,689 children and young people involved in Together for Children consultation activities that will inform the design, delivery or evaluation of services. Additionally, in Quarter 2, a Young People's Low Carbon Advisory Group was established, engaging young people in climate change discussions that support our low carbon priority, and learning from their insight and understanding of how the world around them is changing. In January 2020 'Crowdfund Sunderland' was launched enabling people to financially support local projects and causes through an online platform. 5



projects have been supported in Quarter 2, taking the total to 12 in 2021/22 raising £94,291 for Sunderland projects. We continue to engage people through Sunderland UK social media channels with 23,000 Facebook and 38,800 Twitter followers as at the end of March 2021. The Council is also working closely with businesses in Sunderland, such as Nissan to enable them to deliver their corporate social responsibilities, maximising volunteering opportunities and targeted volunteer support, matching skills to needs.

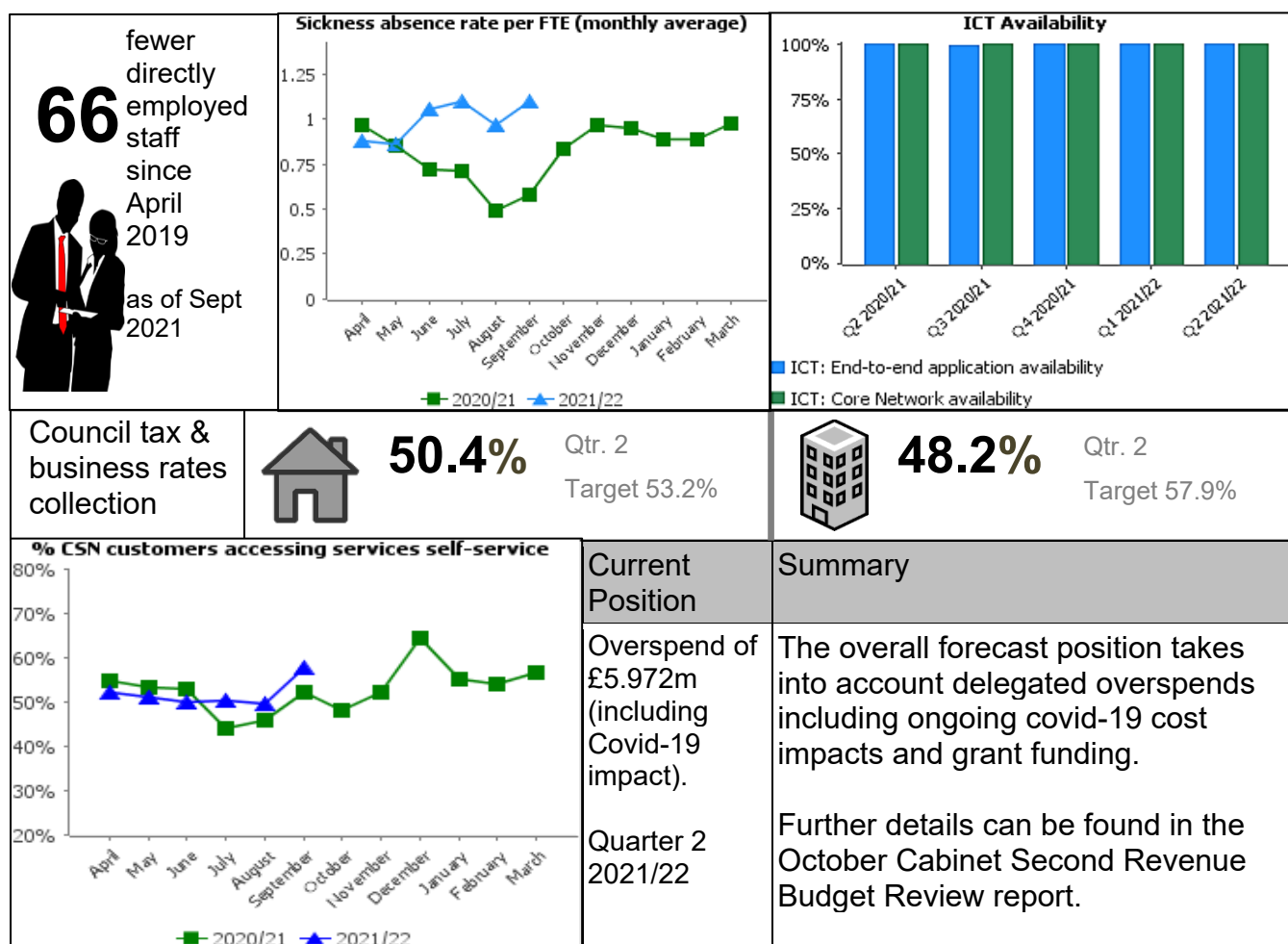
**More people visiting Sunderland and more residents participating in cultural events, programmes, and activities**

– In previous years the number of visitors to the city (and associated spend) has shown a continued upward trend (visitor numbers increased from 8,240,000 in 2016 to 9,490,000 in 2019 and spend from £399m to £500m in the same period). 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 the 9,490,000 achieved in 2019 to 4,377,000 in 2020 and visitor spend reduced from the £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 there were no visitors. Sunderland Empire Theatre re-opened its doors on 2<sup>nd</sup> September 2021, after 18 months of being closed to the public. With significant media coverage of the re-launch show, the Empire attracted 28,556 visitors to the end of September. The Museum and Winter Gardens and Washington Arts Centre re-opened mid-way through Quarter 1. In Quarter 2 the Museum and Winter Gardens received 65,718 visitors and the Washington Arts Centre received 18,658 visitors. July and August saw Arts Centre Washington delivering a range of free to access workshops and courses for children and families including print making, tie dye and stand-up comedy workshop. The centre also hosted summer workshops for SEN children and their families with support from Together for Children. September saw the return of live theatre to the centre. During Quarter 2, Libraries opened all sites on reduced opening hours. 31,117 physical items were borrowed with 749 new applications for membership in this period. There were over 9,393 digital issues from eBooks / e-Audio / e-Magazine with 149 new users. Libraries services delivered 27 child activities/crafts with 519 people attending. The Books at Home delivery service saw 451 interactions to 185 customers across the City. During Quarter 2, the annual Summer Reading Challenge took place attracting 348 participants. During the Covid pandemic, the challenge was entirely online, however, this year children were able to participate in libraries once again which increased the number of children's book issues over the period.

A Tourism recovery plan is now in place to promote and sustain the return of visitors and participation of residents in cultural events, programmes and activities. Over the summer months a tourism communications marketing campaign was delivered that promoted Sunderland as a 'City of Surprises' - highlighting Sunderland's unique mix of city, coast and countryside. The campaign ran across a number of digital channels and monitoring of those channels showed a successful impact. The campaign drove significant traffic to My Sunderland, with page views and unique page views increased (260% increase for *Events*, 256% increase for *Plan your Visit* and 137% increase for *Home page*) as well an increase in the overall time on the site. Social media across the three Visit Sunderland platforms (Facebook, Instagram and Twitter) saw increases in followers, impressions, reach, clicks and engagement during the campaign period.

# 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 2, there were 2,703 directly employed staff, 66 fewer compared with April 2019. We are committed to ensuring that we have a productive and healthy workforce, maintaining lower levels of sickness absence. 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. Business Rates Collection (at 48.2%) and Council Tax Collection (at 50.4%) are under the expected levels (of 57.9% and 53.2%) reflecting the impact of Covid-19 on our businesses and residents. We are committed to maximising external funding and financing opportunities. In Quarter 2, £1,546,529 has been generated through funding bids approved, providing funding / support for: a Port Energy Strategy / feasibility works, an Energy Masterplan for the Northern Spire Park housing site, the Lifestart initiative, Next Generation Advanced Manufacturing Accelerator (NGAMA) research and innovation, IAMP Microgrid, Crowdfund Sunderland platform; a testbed project as part of the Homes for Healthy Ageing programme and the Changing Futures regional consortium project.

There was 1 report to the Information Commissioner's Office (ICO) by the Council in Quarter 2, for which the investigation is fully completed.

**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 a new recruitment process now in place with significant improvements for recruiting managers and job applicants and further improvement activity underway with ICT, Procurement, Finance and Business Support. The adoption and enhancement of digital technologies continues, all our ICT users can connect remotely and the first major upgrade to Windows 10 is currently being deployed to ensure end user devices remain secure and operating as effectively as possible. All users are now transitioning to Microsoft Teams and traditional network shares were switched to read only from the end of October 2021 before being decommissioned in the New Year. 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 2, the first phase of the new Elected Members Platform was released, and further enhancements are currently being developed. The MySunderland website is live with new content. In Quarter 2, 53% of our Customer Service Network customers accessed services through self-serve – exceeding the target of 46%.

**COMPLAINTS AND FEEDBACK**

**REPORT OF THE HEAD OF LAW AND GOVERNANCE**

**1. PURPOSE OF THE REPORT**

- 1.1 To provide the Committee with information regarding compliment, complaints and feedback received by the council.
- 1.2 Liz St Louis, Assistant Director of Smart Cities, 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 2 of the financial year April 2021 – March 2022 and presents an overview across the full range of complaints and feedback received by the council.
- 2.3 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.

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**Contact Officer:** Marie Johnston, Complaints Manager  
marie.johnston@sunderland.gov.uk

# **CORPORATE SERVICES DIRECTORATE**

## **Quarterly Report**

## **Compliments, Complaints & Feedback**

**For the period:  
July – September 2021**

## **Introduction**

This report from the Complaints and Feedback Team covers Q2 (July - September 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.

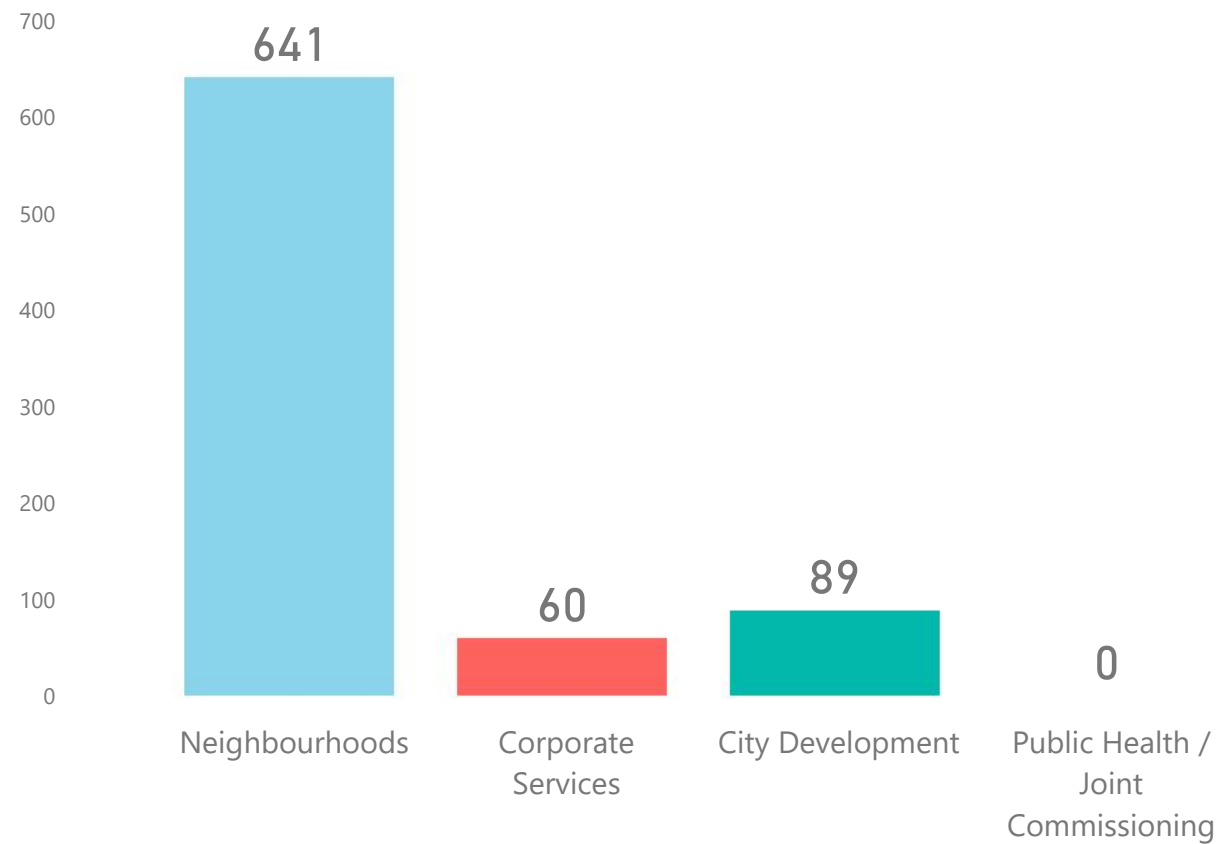
**Part B** of the report provides information on the different Compliments and Complaints Procedures that are used by the council to handle customer feedback.

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

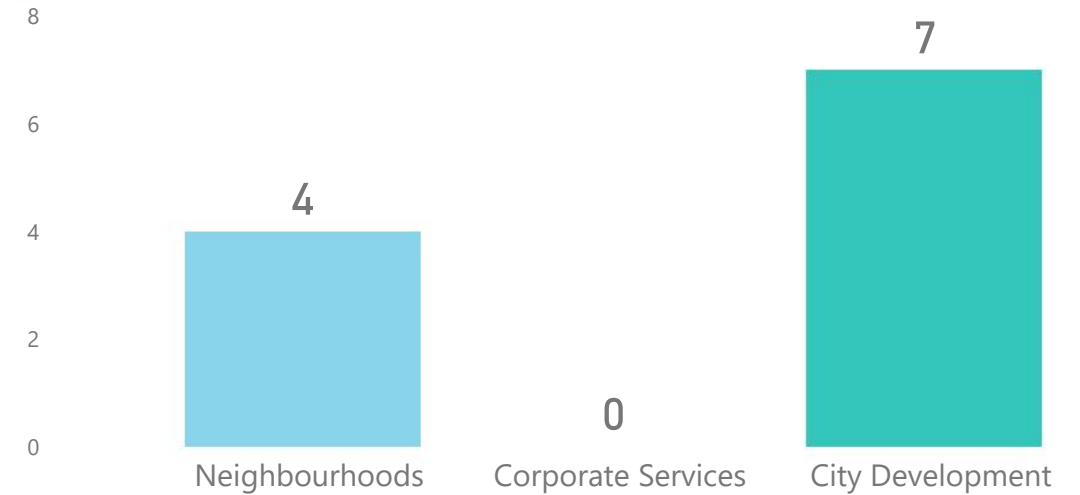
# Complaints Overview



## Corporate Stage One - 790



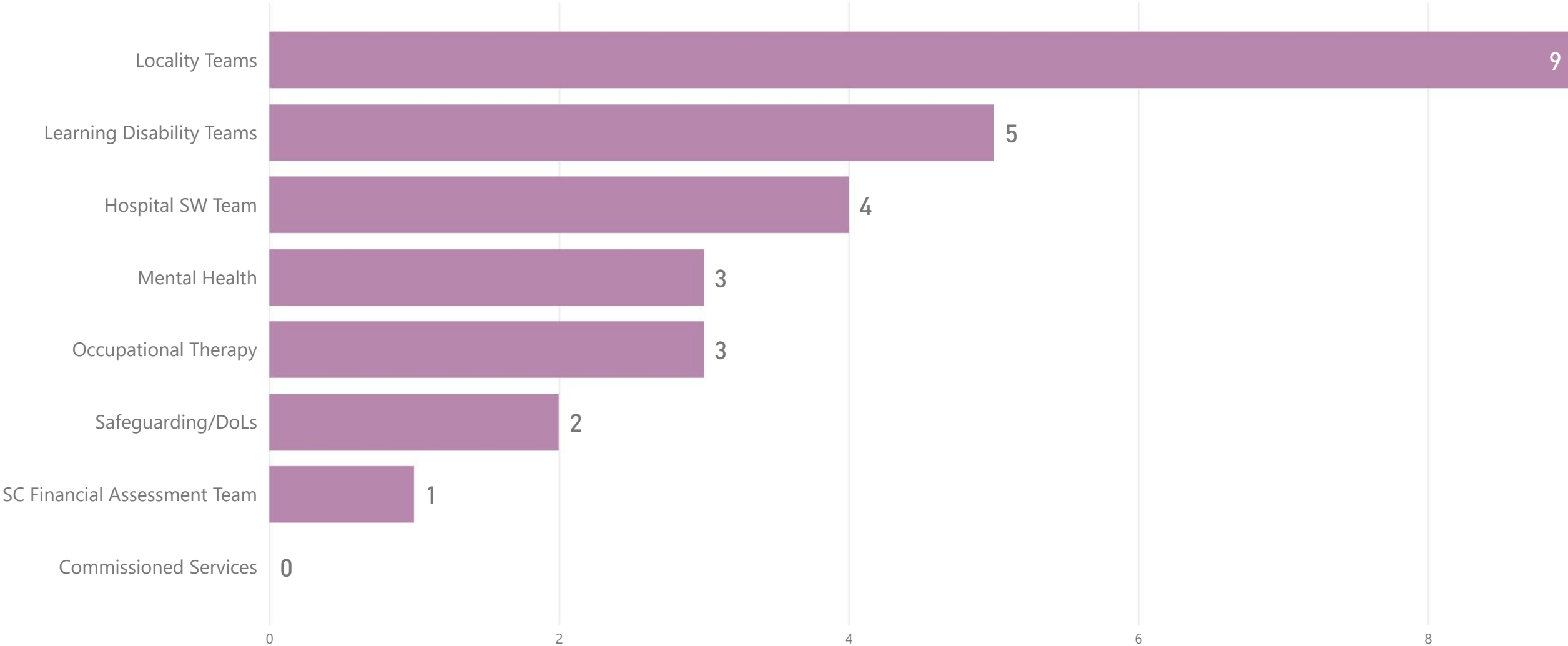
## Corporate Stage Two - 11





# Complaints Overview

Neighbourhoods - Adult Statutory Social Care - 27





# Compliments

## Compliments - 235

235

I would just like to pass on my thanks for all the help and support with the care plan. I found the worker very approachable, and she took time to explain fully what I could and couldn't use the care plan for. She was patient and never at any point made me feel a nuisance.

Very understanding and helpful member of staff when I called. This is exactly what people need when dealing with things as I was for an elderly parent.

Phoned up an hour ago and the sweeper was out and cleaned up the broken glass and sorted it straight away, brilliant service came out quick, cleaned up all the broken glass

Customer wanted to compliment her refuse team that consistently do a great job. They are friendly polite and courteous, and she wanted to let us know they are appreciated

The workmen have been today and made a great repair to the roadway. Thanks for getting this sorted in a timely manner

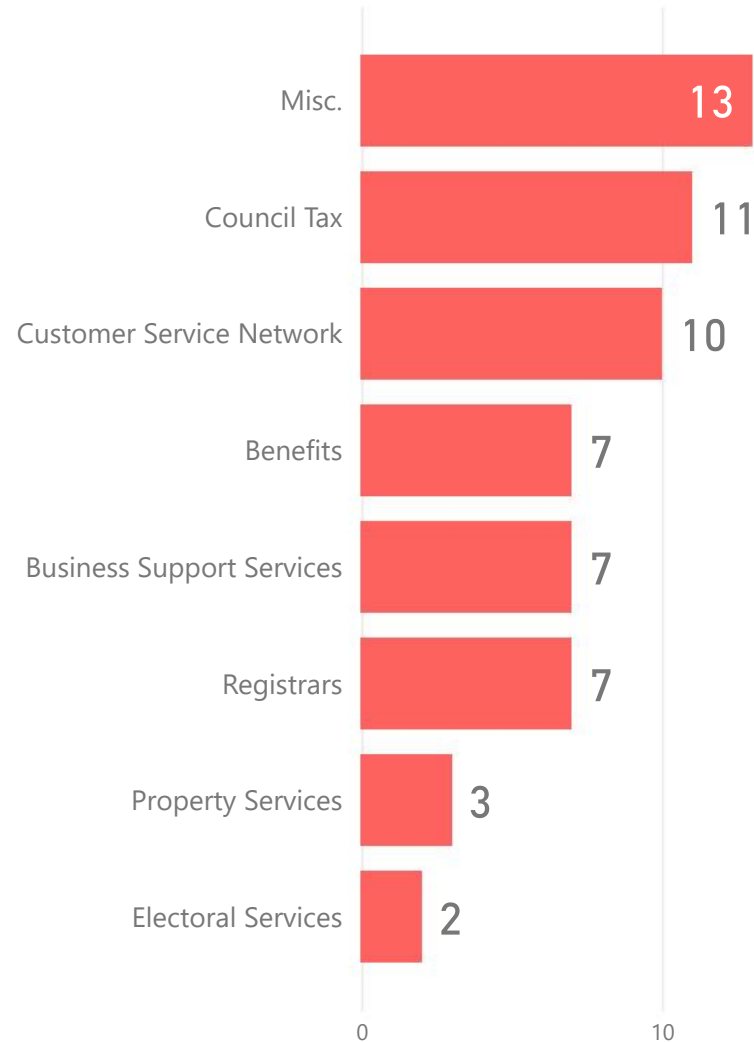
We firstly wanted to express our thanks for making our wedding service so lovely and personal, we know your must have done hundreds, but you made ours feel so special you are an absolute pro, thank you so much

# Corporate Complaints Breakdown for Stage 1

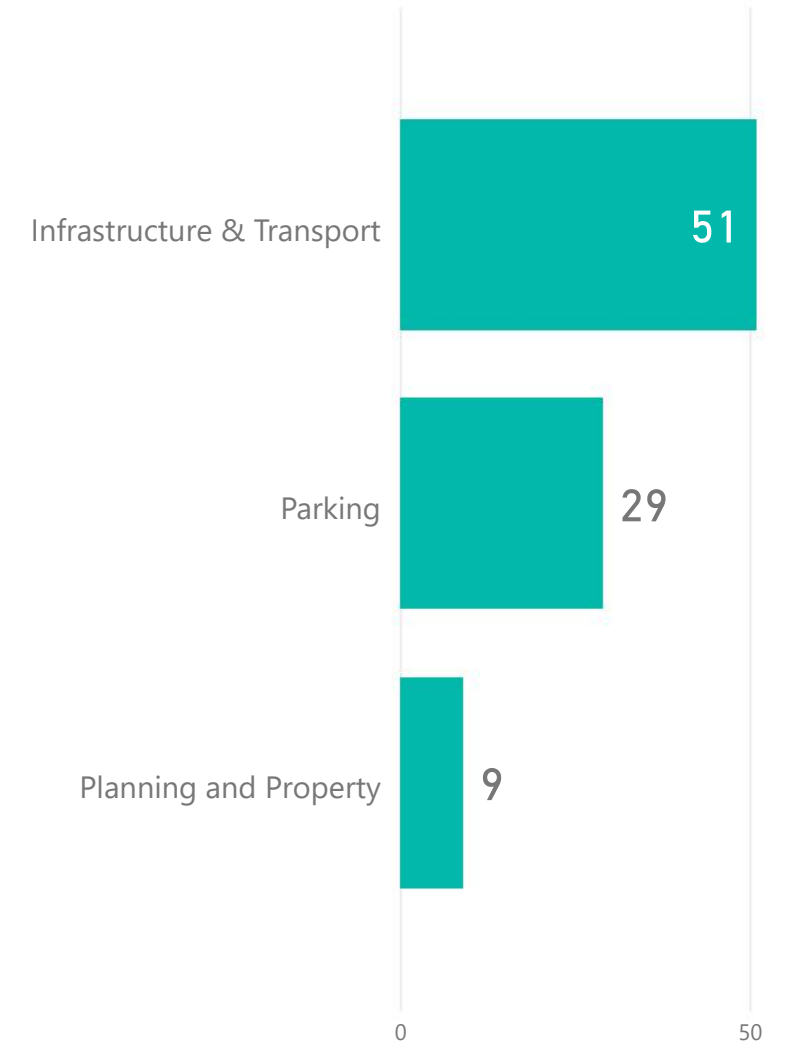
## Neighbourhoods - 641



## Corporate Services - 60



## City Development - 89



## **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**

### **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 Q2 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.

A report from Together for Children regarding all complaints received and handled by the service in Q2 is attached as **Appendix 7**

# 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	235
Q3 - Oct-Dec	120	273	
Q4 - Jan-Mar	115	181	
	563	909	441

The table below shows the service areas where compliments were received during Q2

	Q2
Adult Services	28
Anti-Social Behaviour	5
Council Tax	1
CSN	101
Environmental Health	2
Environmental Services	64
Events / Derwent Hill / Active Sunderland	4
Highways / Network Management	5
Housing Benefits	2
Housing Options	3
Libraries	1
Misc.	6
Parking Services	1
Planning	1
Registrars & Bereavement	11
	235

## A sample of compliments received in Q2

### Adult Services

Customer wanted to pass on her thanks to all the workers involved in her care. She stated that they had worked very hard to support her and she would not have been able to make the transition from the care home without the 'brilliant support' that she has received. She stated that she is 'forever grateful' for all their support.

I have recently worked on a case with an Occupational Therapist and I just wanted to say how professional and helpful she is. She is very approachable and its apparent she is passionate about the families we work with.

I would just like to pass on my thanks for all the help and support with the care plan. I found the worker very approachable, and she took time to explain fully what I could and couldn't use the care plan for. She was patient and never at any point made me feel a nuisance.

Many thanks for your e-mail and quick responses. It is such a relief for me that mam is being looked after and is out of danger and my family really appreciate all the help you have given us over this very difficult period. Everyone has been totally professional and understanding of the situation. I will be forever in your debt.

### **Anti-Social Behaviour**

Customer wanted to thank the ASB officer for the time and guidance given to their family.

### **Customer Service Network**

The person who dealt with my blue badge application was courteous and patient.

Excellent service from worker regarding arranging tip slot

Very understanding and helpful member of staff when I called. This is exactly what people need when dealing with things as I was for an elderly parent.

The person I dealt with was a credit to Sunderland City Council - efficient, courteous, and extremely helpful.

The service I received from the lady I spoke to was first class she had all the information I required and dealt with me very sympathetically-- full marks!!

Helpful in the extreme, professional in the approach and considerate to my needs. Thankyou SCC

Helped sort out the mams housing benefit and council tax - she was very helpful and put my mind at rest

Customer rang and wanted to compliment staff on how helpful they were, they went the extra mile with her enquiry and feels they both should be complimented on the good job they do.

### **Derwent Hill**

Just to say a big thank you to all the staff at Derwent Hill for a fantastic weekend, well beyond all expectations. All the staff were fantastic and very helpful the food was superb, the bar worked really well, and the weather was unbeatable. Everyone said they had the most fantastic time, and it was the best reunion they've been to. We are thinking of making it a regular annual event!

### **Environmental Services**

Phoned up an hour ago and the sweeper was out and cleaned up the broken glass and sorted it straight away, brilliant service came out quick, cleaned up all the broken glass



We have just had the grass cut near our home. I must pass on my thanks for a job very well done. It makes the surrounding area look neat and tidy it is very much appreciated by residents. Keep up the good work and thanks to all involved

Customer would like to thank the drainage team for how quick they came out and they did a good job

Last night I reported fly tipping outside in my back lane. This afternoon two operatives came to remove it. They were most helpful and tried to ascertain whether there was any identifying evidence in the rubbish or an indication on where it had come from. They gave excellent customer service, they advised they would keep an eye out when they were in the area and also advised on reporting etc... thanks so much

Customer rang to say thanks to the team as he reported some graffiti on the wall in his street and he has come home today, and it is gone. He said that it looks like the graffiti was never there and they have done a brilliant job. He wanted to pass his thanks on.

Customer wanted to compliment her refuse team that consistently do a great job. They are friendly polite and courteous, and she wanted to let us know they are appreciated

Customer wanted to say the crew in her area have been fantastic especially through the pandemic

Customer would like to thank the crew that have been out to cut the trees back - they have done a fantastic job

## **Highways**

The workmen have been today and made a great repair to the roadway. Thanks for getting this sorted in a timely manner

## **Housing Options**

Can I take this opportunity to thank you and your team for supporting the family. This has been evidence of working positively in partnership with agencies for better outcomes for the family who are grateful of the support.

## **Libraries**

The worker should be recognised for her quintessential customer service and genuine compassion to the regular customers.

## **Registrars**

We firstly wanted to express our thanks for making our wedding service so lovely and personal, we know your must have done hundreds, but you made ours feel so special you are an absolute pro, thank you so much

Thanks again for conducting our wedding ceremony - it was a beautiful service

## Appendix 2: Complaints dealt with by the Local Government & Social Care Ombudsman

There were 6 complaints concluded by the Ombudsman for Q2. 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	6
Q3	6	7	
Q4	15	7	
	38	19	10

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	-	1			1
Neighbourhoods (Adult Social Care)	-	2			2
Neighbourhoods (other)	-	1			1
Together for Children	2	2			4
	4	6			10

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	1	1	-		
Neighbourhoods (Adult Social Care)	2	1	1	1	
Neighbourhoods (other)	1	1	-		
Together for Children	4	1	3	3	
<b>Total</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>4</b>	

The Ombudsman's reference is included in brackets and the full report can be found on their website; [www.lgo.org.uk](http://www.lgo.org.uk)

## **Detailed Investigations in Q2 (2)**

**Together for Children** (20 007 406) – a complaint that the Council had failed to offer an appropriate remedy after it had upheld a complaint that a child had been left without care and support for over three years.

**Outcome:** *Upheld – maladministration and injustice.* The Ombudsman found that the whilst the Council had upheld the complaint, the remedy it had offered did not reflect the level of injustice caused.

**Remedy Action:** The Council has agreed to pay an increased amount of compensation.

**Adult Services** (20 006 211) - a complaint that the Council failed to correctly assess charges for home support services and that the assessment of Disability Related Expenditure (DRE) was flawed.

**Outcome:** *Upheld – maladministration and injustice.* The Ombudsman found that the Council was at fault for failing to properly consider whether going out for a meal was a DRE based on an eligible need.

**Remedy Action:** The Council agreed to offer its apologies; complete a retrospective review on whether there was an eligible need; remind staff about the need to consider the support plan when assessing DRE; review the charging policy in light of the Ombudsman findings.

## Appendix 3: Corporate Complaints

### Stage One

The table below shows the number of Stage One corporate complaints together with comparative data for the previous two years. These are all complaints received and not all will be upheld or partially upheld.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<b><i>Number of complaints 2021-22</i></b>	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Q1	704	636	807	+27%	97%
Q2	770	804	790	-2%	94%
Q3	684	560			
Q4	502	689			
	2660	2689	1597		

The 790 complaints received this quarter are broken down into Directorates in the table below.

	<b>City Development</b>	<b>Corporate Services</b>	<b>Neighbourhoods</b>	<b>Public Health/ Joint Commissioning</b>	<b>Total</b>
Q1	94	67	646	0	807
<b>Q2</b>	<b>89</b>	<b>60</b>	<b>641</b>		<b>790</b>
Q3					
Q4					

### Neighbourhoods

<b>Service Area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Environmental Services	603	600			
Libraries	0	1			
Access to Housing	9	6			
Anti-social Behaviour	8	10			
Welfare Rights	2	0			
Public Protection	19	18			
Events	1	4			
Misc.	4	2			
	<b>646</b>	<b>641</b>			

## Environmental Services

Complaints in respect of Environmental Services make up 94% of the complaints made against the Neighbourhoods Directorate this quarter. The table below provides a breakdown of the service areas within Environmental Services. These are all complaints received and not all will be upheld or partially upheld.

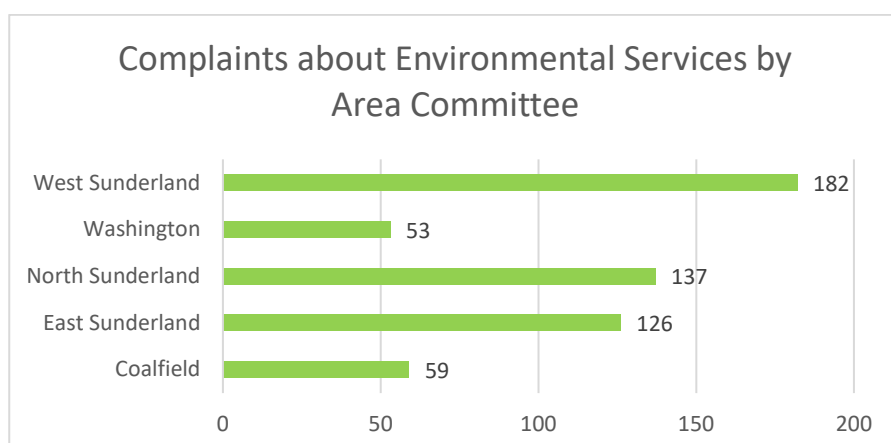
<b>Environmental Services</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Refuse: <i>non/late delivery of bins &amp; caddies/missed bins</i>	477	468			945
Bereavement: <i>maintenance of cemeteries/ crematorium</i>	8	10			18
Street Cleaning: <i>fly tipping/dog bins</i>	76	73			149
Trees, fixed play, trade waste: <i>grass cutting/ tree pruning</i>	17	23			40
Enforcement: <i>Fly tipping/littering/dog fouling</i>	14	10			24
Waste Management: <i>Beach Street Depot – staff attitude/permits</i>	11	16			27
	<b>603</b>	<b>600</b>			<b>1203</b>

## Refuse Complaints

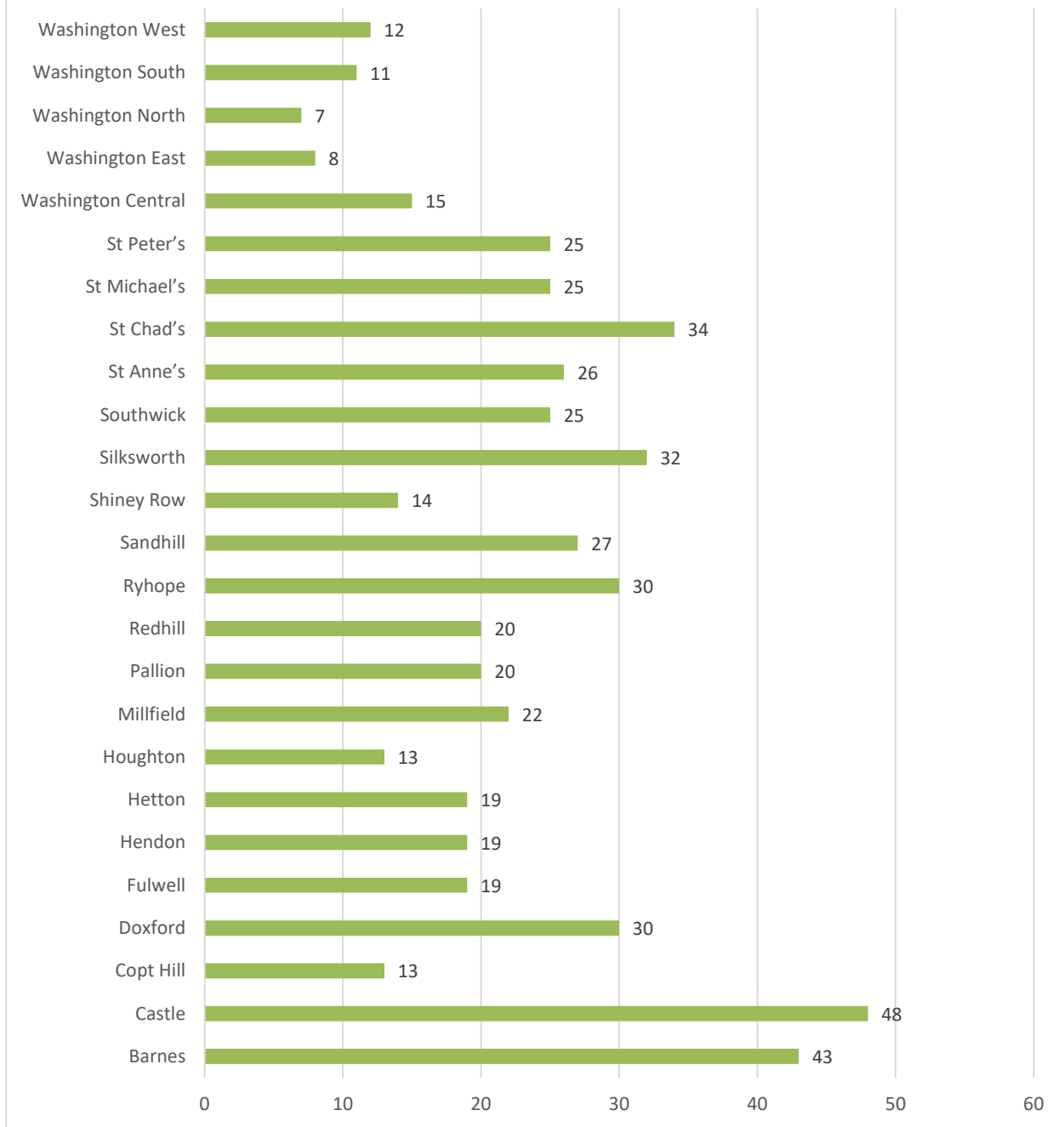
Of the 600 complaints received for Environmental Services, 468 (78%) were about issues to do with refuse collection. This should be viewed in context; in any quarter the council will service approximately 1.6 million containers, therefore this number of complaints represents only 0.03% of activity for this service area. The table below contains a breakdown of complaints about refuse. These are all complaints received and not all will be upheld or partially upheld.

	<i>Number of Complaints for 2019/20</i>	<i>Number of Complaints for 2020/21</i>	<b>Number of Complaints for 2021-22</b>	<b>% change from previous year</b>
Q1	433	419	<b>477</b>	14%
Q2	464	519	<b>468</b>	-10%
Q3	454	340		
Q4	232	398		
	<b>1583</b>	<b>1676</b>	<b>945</b>	

At a previous Scrutiny Coordinating Committee, a request was made by Members for information to be provided about Environmental Services complaints by Ward area and 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	9			20
Infrastructure & Transport	49	51			100
Parking	34	29			63
	94	89			183

### 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	11			20
Customer Service Network	25	10			35
Benefits	6	7			13
Property Services	4	3			7
Business Support Services	2	7			9
Registrars	5	7			12
Electoral Services	2	2			4
Misc.	14	13			27
	<b>67</b>	<b>60</b>			<b>127</b>

### 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 17% of complaints made during this quarter. Again, the number of complaints should be viewed in context. The CSN handled 360,690 contacts this quarter; 10 complaints represent a dissatisfaction rate of 0.002%. 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. 11 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.

<b>Stage 2 Reviews</b>	<i>Number of Reviews 2019/20</i>	<i>Number of Reviews 2020/21</i>	<b>Number of Reviews 2021/22</b>	% responded to within 25-day timescale
Q1	5	3	5	60%
Q2	7	6	11	73%
Q3	8	5		
Q4	11	7		
	31	21	16	

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

<b>Directorate</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	<i>Comparison Figures for previous year 2020/21</i>
City Development	3	7			10	10
Corporate Services	0	0			0	7
Neighbourhoods	2	4			6	4
	5	11			16	21

## **Outcome of Stage 2 Reviews**

<b>Complaint Outcomes</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	<i>Comparison Figures for previous year 2020-21</i>
Upheld in full	1	-			1	2
Upheld in part	-	5			5	6
Not Upheld	2	6			8	13
Unsubstantiated	1	-			1	-
Not Eligible	1	-			1	-
Withdrawn	-	-			-	-
	5	11			16	21

## **Reviews partly upheld in Q2 (5)**

**Refuse** – *a complaint that the refuse crew were failing to empty bins on several occasions despite previous contacts and that there had been a lack of communication.*

Outcome: The review found there had been a lack of communication and this element of complaint was upheld. However, when bins were not emptied it was due to the refuse crew not being able to access them, rather than them simply being missed in error, therefore this part of the complaint was not upheld. The council has now clarified with the customer how bins are to be presented for collection in future.

**Refuse** – *the customer was unhappy with the attitude of workers at a recycling site regarding correct permits for his vehicle.*

Outcome: The workers at the recycling site had correctly applied procedure. Unfortunately, the customer had been provided with the incorrect permit for his type of vehicle and this had been done to an error on the council's website. The website has now been corrected so this does not happen again.

**Parking** – *the customer was unhappy with parking issues and the consultation process regarding permits.*

Outcome: The review could find no evidence of procedural fault on the part of the council but there had been a lack of communication with the customer from the Complaints Team and that element of the complaint was upheld.

**Planning** – *a complaint regarding the legal fees charged for a 106 agreement and delay in receiving responses*

Outcome: The elements of complaint about the planning decision and legal fees were not upheld, however an element about a delay in responding to emails was upheld.

**Enforcement** - *a complaint that the council had failed to follow correct process when issuing a Fixed Penalty Notice and a lack of signage to advise dog walkers about the prohibited area.*

Outcome: one element of complaint was upheld regarding the Warden not specifically advising the customer that they were issuing a Fixed Penalty Notice for the offence. However, the review found there to be no injustice caused and the other elements of the complaint were not upheld.

## Appendix 4: Adult Social Care

The table below shows the number of complaints received in Q2 regarding adult social care services, together with comparative data for the previous two years.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<b>Number of complaints 2021-22</b>	<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	27	+80%	37%
Oct-Dec	20	32			
Jan-Mar	16	19			
<b>Total</b>	<b>81</b>	<b>76</b>	<b>45</b>		

The complaints were about the following issues;

<b>Nature of Complaints</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	<i>Comparison Figures for pervious year 2020-21</i>
Actions of worker	1	4			5	17
Assessment Disagreement	2	8			10	4
Care Practice Issues	3	1			4	8
Communication	2	4			6	9
Delay	2	4			6	4
Equipment Issues	-	-			-	1
Finance	3	5			8	14
Lack of Choice	2	-			2	0
Quality Issues	3	1			4	8
Actions of residents	-	-			-	1
Lack of help/support	-	-			-	10
	<b>18</b>	<b>27</b>			<b>45</b>	<b>76</b>

The complaints were made regarding the following service areas;

<b>Service Area Involved</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	<i>Comparison Figures for pervious year 2020-21</i>
Mental Health Service	1	3			4	11
Hospital SW Team	3	4			7	5
Learning Disabilities Service	-	5			5	9
SW Locality Teams	9	9			18	21
Occupational Therapy Service	2	3			5	8
Financial Assessment Team	-	1			1	4
Commissioned Services	3	-			3	17
Financial Safeguarding Team	-	2			2	-
Safeguarding Adults/DoLs	-	-			-	1
	<b>18</b>	<b>27</b>			<b>45</b>	<b>76</b>

## Outcome of complaints

	Q1	Q2	Q3	Q4	Total	Comparison Figures for previous year 2020-21
Upheld in full	3	4			7	13
Upheld in part	3	10			13	12
Not Upheld	6	8			14	35
NE/WD/OTH**	5	2			7	14
Ongoing	1	3			4	2
	18	27			45	76

\*\*not eligible/withdrawn/other

In Q2 there were 4 complaints that were upheld in full and information about these are included below.

- The complainant stated they had not been informed about the charges for a care package put in place following a discharge from hospital*

The investigation could not determine whether the customer had been provided with information regarding charges at the time. It was therefore agreed that those charges would not be applied until the date the complainant was first made aware of them. Apologies were offered for the lack of clear information.
- A complaint that monies had been taken from a bank account in error.*

The investigation found that the council had requested a bank to close an account belonging to a service user who the council acted for and this was a legitimate action. However, the account number provided was incorrect and belonged to the service user's father, both of whom have the same name. When the error was highlighted the bank replaced the monies into the account and the council offered its sincere apologies together with a sum of compensation to acknowledge the time and trouble caused by the error.
- A complaint there had been no explanation that financial charges would apply while a relative was in hospital.*

In reviewing the information that had been provided to the customer at the time, the investigation found that, unfortunately an out-of-date information sheet had been provided. This did not specify that charges would apply for residential places when an individual was in hospital. Apologies were offered that the charging policy had not been explained correctly.
- A complaint there had been a delay in considering an Appeal re: finance issues.*

The investigation found that the Appeal had taken longer than expected. The delay was due to a number of factors including the complexity of the case which required officers to gather information covering a period of several years. Officers also needed to consult with various internal council departments and sought legal advice in relation to the case, thus contributing to the overall length of time it has taken to come to a decision on the appeal. The council offered its sincere apologies for the delay.

# Appendix 5: Complaints

A sample of stage one complaints received in Q2 is included below. Outcomes for the complaints varied from not upheld, partially upheld and upheld.

## **City Wide Services**

Website for bookings at refuse depot freezes between pages and will not allow input. Took 35 mins to make online booking after repeated attempts.

Customer was turned away at the tip today because he did not have a permit for his car. He was not aware you needed one.

## **Council Tax**

Customer said she gave correct information at the time the property was sold, and we have taken too long to get back to her with a bill.

I moved into my house 4 months ago it has not been council tax banded yet because one of your departments has not sent the property file to the valuation office. But when I try to speak to someone on the phone nobody knows who deals with it.

My case has not been looked at on my own individual personal circumstances. My appeal was declined within seconds so was not looked into properly.

## **Customer Service Network**

Customer is not happy in the delay with the blue badge process.

Customer feels certain members are releasing the call the moment people get through after waiting 15/20 minutes to speaks to someone. Happened twice now in one day.

## **Environmental Health**

Failure to treat Rat Infestation - environmental health officer attended and promised a return visit to update customer and to send letters to all residents warning about Rat Infestation. This has not happened.

Neighbour's property backing onto customer's has a wasp's nest. Her neighbour has made an appointment for the council to treat but the next available date was 3 weeks' time. She isn't happy with this time scale as she is unable to open her windows as the wasps are getting into her property.

## **Environmental Services**

Customer would like to know why the Pier is always closed when the sea is calm. He has been down today, and the sea is as flat as a mill pond. Shields and Seaham piers are open.

The toilets in Barnes Park have been closed at 3.40pm every day, customer has small children the park is so busy, and she is having to take the children home.

Customer has an ongoing problem with the garden waste service his bin has been missed on most days since he signed up for the scheme.

Every week in my area during bin collections I find not just my bins but neighbours bins too being left in inappropriate places. We don't leave our bins on the roads or lawns before the bins are collected and emptied, so why return them there.

Customer reported last month that there was a big overgrowth over a lamppost and totally blocking light out, it is practically covering lamp, no works has been done and customer hasn't had any call for an update.

### **Highways**

Lack of action regarding community safety and no traffic calming measures in place or cctv in use on the estate, lots of problems in Sunderland north.

The closure of two main roads into Sunderland from Washington on Saturday (A1231 and A1290 old Washington Road) on what was going to be a busy match day. It led to utter chaos on the roads, huge, huge tailbacks and many people either late for the match - or many who didn't make it at all.

### **Housing Benefits**

Customers amount of Housing benefit keeps changing.

Delay in processing appeal.

Very unhappy that Test and Trace payment can take 3 weeks to be processed.

### **Parking Services**

Customers advised that some of the charge points are not working in the car parks/not accessible, customer is frustrated that he can't access it or charge his car.

I would like to know why a permit zone was not activated for the event at Stadium of light. We have these permit zones and have to apply for permits to park outside our own homes, yet they were useless last night when roads were and people unable to park.

The parking payment meter in High Street was refusing to take coins. Usually in these circumstances I would leave a note but given that you can now pay by phone I registered on the app and paid. I was disgusted to find that it cost me 50 pence extra to use the app. I did not see anything to warn me about this. It's a small amount but I am annoyed that I did the right thing and was penalised.

### **Planning**

We have not been contacted by the council regarding the proposed use of adjacent land being used as a car parking area on which work has already started.

I am looking to do an extension on my bungalow, however although the architect submitted the plan to your planning department, she has still not received a response. She has chased this on several occasions and been advised that a response would be forthcoming but as yet no answer has been provided.

### **Property Services**

Customer is raising a complaint about the lifts in the car park at Marks and Spencer's - they weren't working, and customer was forced to use the stairs to get access back to her car whilst having shopping.

Seafront railings desperate for painting. Been left primed for months and forgotten about. Big selling point is the seafront and not getting looked after.

### **Registrars**

The crematorium was NOT open yesterday. I was there from 12.00 until 13.00 no one came to open the remembrance hall.

The customer purchased a fast-track certificate and this was posted out 1st class, but it has never arrived.



# Appendix 6: Sunderland Care and Support Care

## REPORT TO SUNDERLAND CITY COUNCIL'S SCRUTINY COORDINATING COMMITTEE

### SUNDERLAND CARE AND SUPPORT LIMITED (SCAS)

#### COMPLIMENTS & COMPLAINTS Q2 2021-22 (JULY-SEPTEMBER) 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

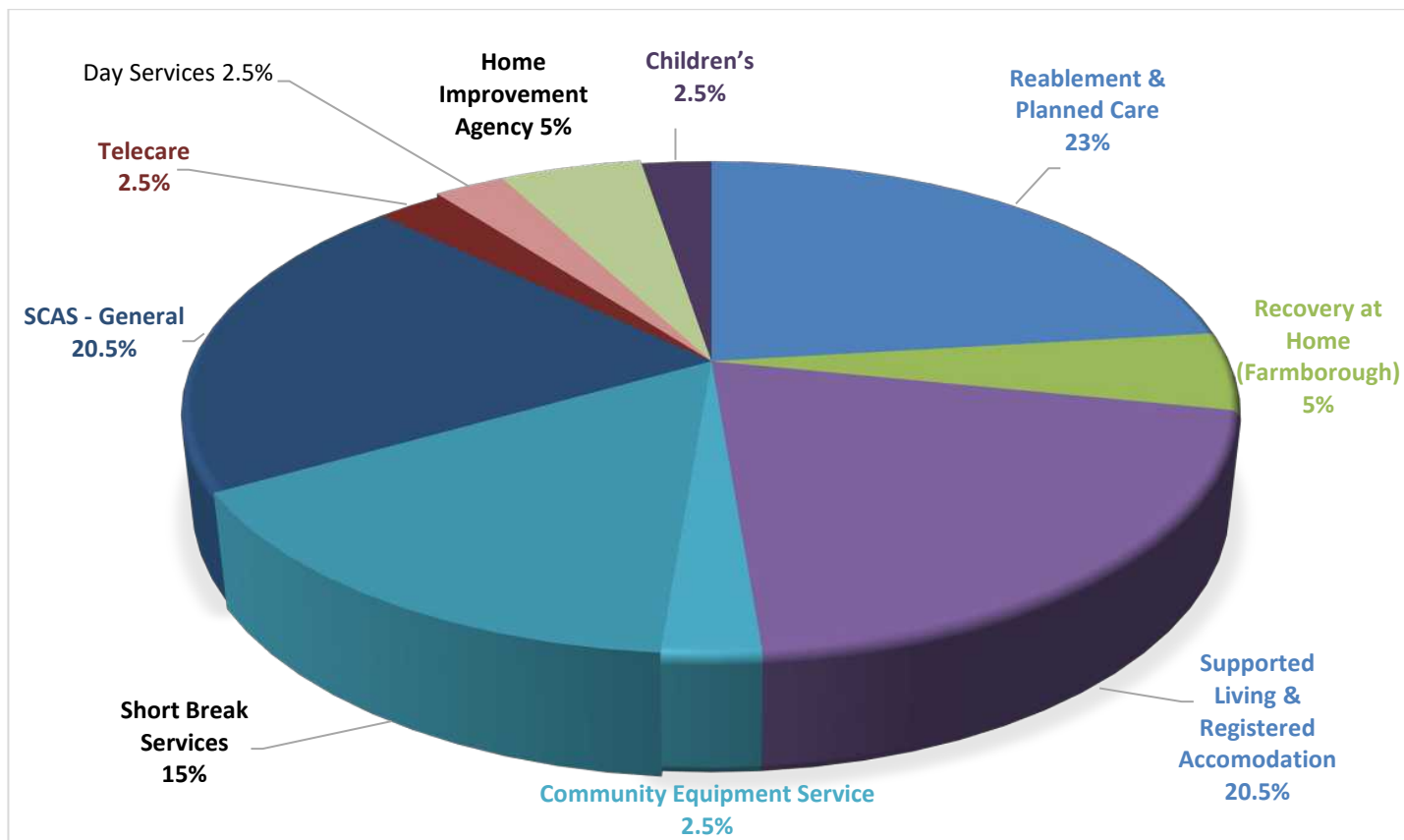
- 3.1 Sunderland Care and Support Limited takes pride in the high-quality services we provide our customers.
- 3.2 We pro-actively welcome both positive and negative feedback from all of our customers and view this as our opportunity to learn and to improve; and recognise that such feedback helps us to corroborate the standard of service our customers receive.

#### 4 COMPLIMENTS

- 4.1 A total of **thirty-nine compliments** were received **1<sup>st</sup> July to 30<sup>th</sup> September 2021**, representing:
- around **30%** (seventeen) **less** than were recorded in the previous quarter (fifty-six)
  - around **38%** (twenty-four) **less** than were recorded over the same period, the previous year (sixty-three)
  - around **49%** (thirty-eight-point-five) **lower** than the median average of seventy-seven-point-five per quarter noted for the year April 2020-March 2021
  - and nearly **62%** (sixty-three) **lower** than the median average of one-hundred-and-two per quarter noted for the previous year, April 2019-March 2020.

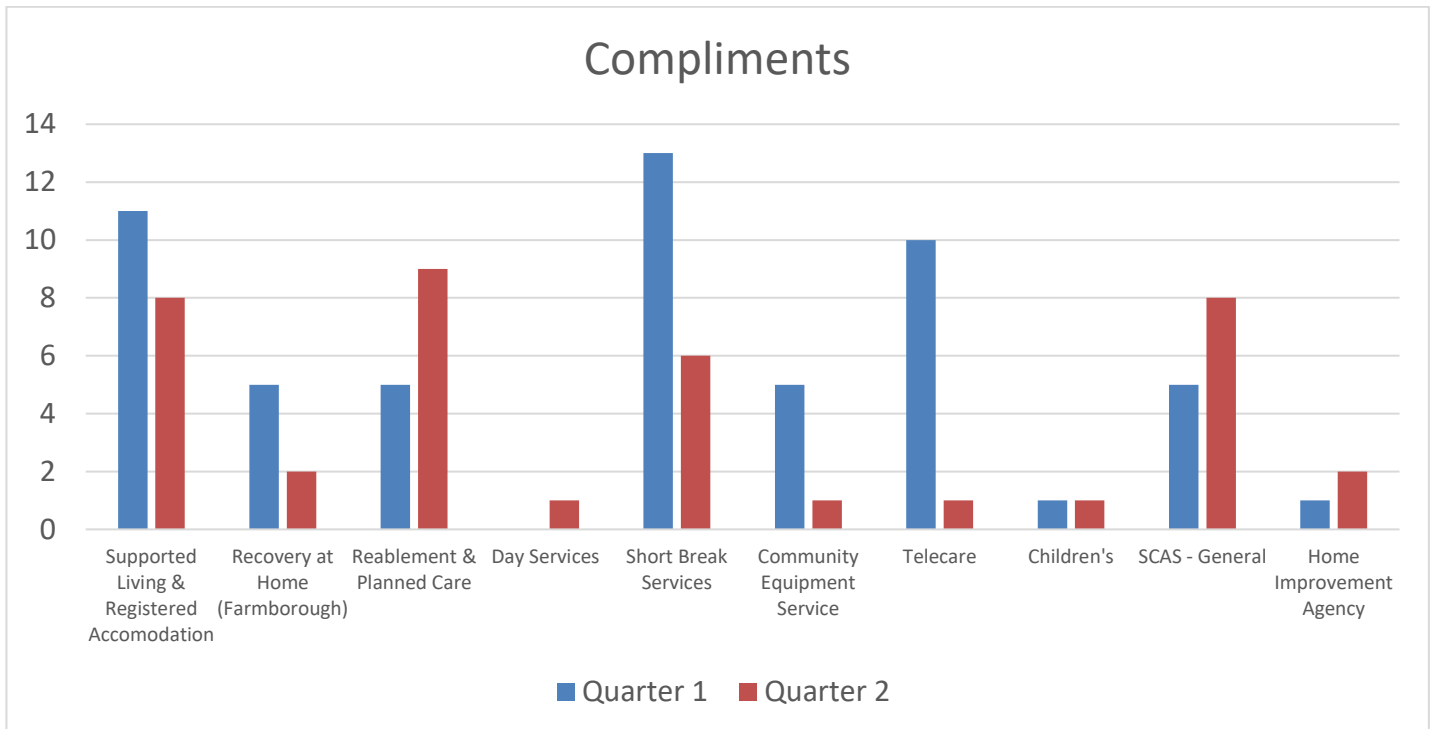
## 4.2 Quarter 2 Compliments Breakdown - Distribution

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



- Reablement & Planned Care: 9 (23%) – **four more** than the previous quarter
- Supported Living & Registered Accommodation: 8 (20.5%) – **three less** than the previous quarter
- SCAS - General: 8 (20.5%) – **three more** than the previous quarter
- Short Break Services: 6 (15%) – **seven less** than the previous quarter
- Home Improvement Agency: 2 (5%) – **one more** than the previous quarter
- Recovery at Home (Farmborough): 2 (5%) – **three less** than the previous quarter
- Community Equipment Service: 1 (2.5%) – **four less** than the previous quarter
- Children's: 1 (2.5%) – **no change**
- Day Services: 1 (2.5%) – **one more** than the previous quarter
- Telecare: 1 (2.5%) – **nine less** than the previous quarter

### 4.3 Quarter 2 Compliments Breakdown - Previous Quarter Comparison



It is of note that during the quarter, 40% of Service Areas received more compliments or achieved the same number of compliments as received during the previous quarter, with remaining areas seeing reductions in the number of compliments received.

### 4.4 Quarter 2 Compliments Breakdown - Synopsis

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

- **Supported Living** – recognition for the 'kindness and professionalism' of staff and appreciation of the 'care and consideration' provided for customers
- **Recovery at Home / Farmborough Court** – recognition of the help and support provided by the Service for customers following their discharge from hospital
- **Reablement** – recognition for the 'high level of care' and 'fantastic help and support' provided to enable customers to remain in their own home
- **Short Break Services** – appreciation for the 'smashing' support provided to customers by team members
- **CES** – recognition for the 'very expeditious service' provided
- **Telecare** – appreciation of the help and support provided by staff in response to a customer falling at home
- **Children's** – recognition for the 'excellent relationship' team members have with professionals, children and family members.
- **Day Services** – recognition for activities provided for customers
- **SCAS** – recognition for the support provided by members of the SCAS Handy Persons Team to facilitate a customer's move into their new home

## 4.5 Customer Satisfaction Consultations

There were no responses from customers and their families via proactive customer satisfaction consultations noted during the reporting period.

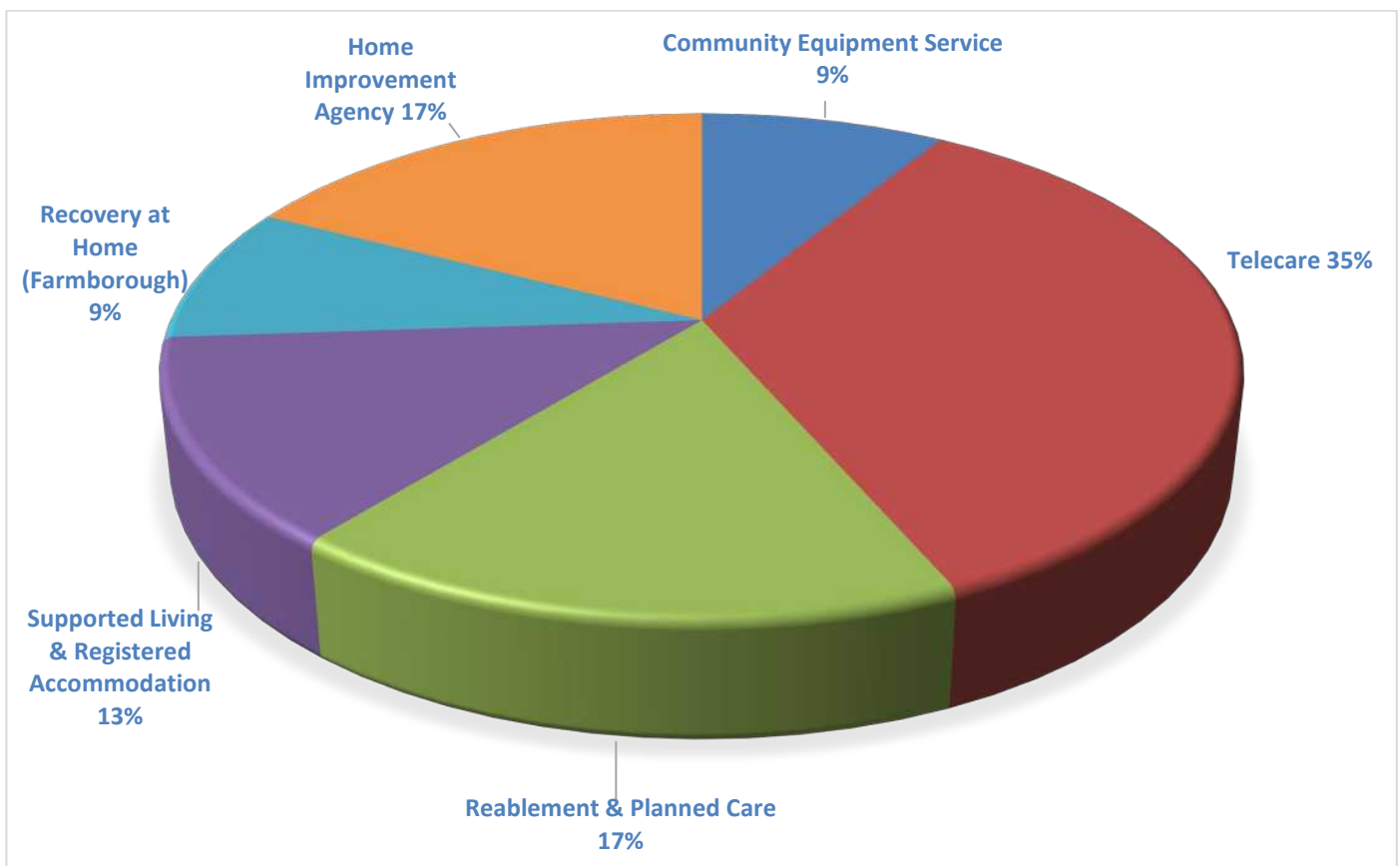
## 5 COMPLAINTS

**5.1** A total of **twenty-three complaints** were received by the Company from **1<sup>st</sup> July to 30<sup>th</sup> September 2021**, representing:

- around **53.3%** (eight) **more** than were recorded in the previous quarter (fifteen)
- **77%** (ten) **more** than were recorded over the same period, the previous year (thirteen)
- around **58.6%** (eight-point-five) **greater** than the median average of fourteen-point-five per quarter noted over the year, April 20-March 21
- but around **41%** (sixteen) **lower** than the median average of thirty-nine per quarter noted for the previous year, April 2019-March 2020

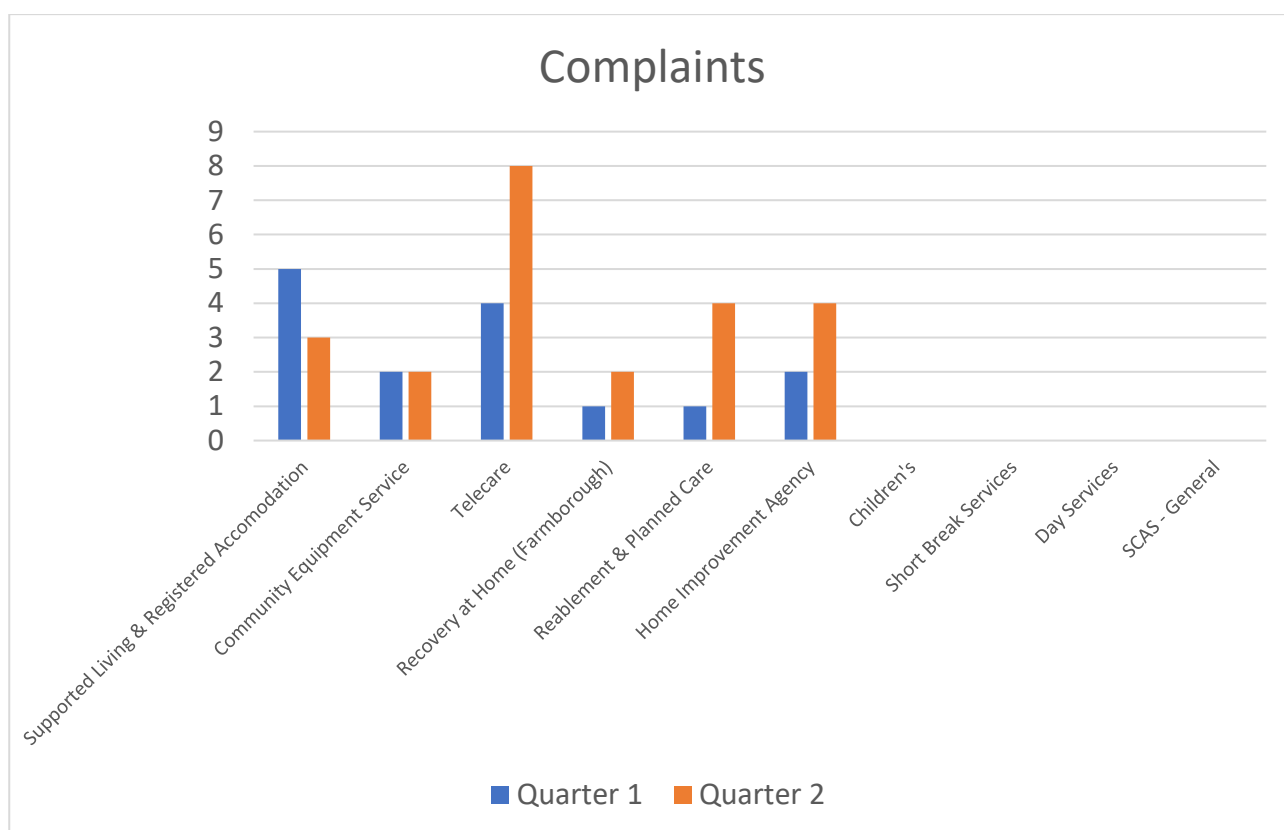
### 5.2 Quarter 2 Complaints Breakdown – Distribution

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



- **Reablement & Planned Care: 4 (17%) – three more than the previous quarter**
- **Home Improvement Agency: 4 (17%) – two more than the previous quarter**
- **Supported Living & Registered Accommodation: 3 (13%) – two less than the previous quarter**
- **Community Equipment Service: 2 (9%) – no change from the previous quarter**
- **Telecare: 8 (35%) – four more than the previous quarter**
- **Recovery at Home (Farmborough): 2 (9%) – one more than the previous quarter**
- **Day Services: Zero (0%) – no change from the previous quarter**
- **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 2 Complaints Breakdown - Previous Quarter Comparison



It is of significance that **60%** of Service Areas either received **zero complaints** or **less complaints** than were noted over the previous quarter, as follows:

- **Telecare, Farmborough, the Home Improvement Agency, Reablement & Planned Care Services** noted an **increase** in complaints
- **Supported Living & Registered Accommodation Services** noted a **reduction** in complaints
- **Children's, Short Breaks & Day Services** saw **zero** complaints during the period
- and **no complaints** were noted for **SCAS** generally.

## 5.4 Quarter 2 Complaints Breakdown - Synopsis

Complaints for the quarter were categorised as follows:

- x9 (39.1%) related to Customer Service / Service Delivery Standards
- x7 (30.4%) related to Service Provision / Customer Expectations
- x3 (13%) related to the performance of External Contractors
- x2 (8.7%) related to Telecare Equipment
- x1 (4.3%) related to Company Communications
- x1 (4.3%) were miscellaneous concerns

## 5.5 Quarter 2 Complaints Breakdown - Resolution

In all instances where a complaint had been raised during the reporting period, the complaint was acknowledged either verbally or in writing, an appropriate colleague tasked to undertake a comprehensive fact-finding exercise and a response provided to the complainant when resolved.

And where a complaint was upheld in full or in-part, the response provided included an overview of any remedial actions to be implemented.

Of all complaints received during the period, **over half (52.2%) of complaints** received during the reporting period were **not upheld**, with around **17.4% being upheld in-full, 26.1% upheld in-part** and the remaining **4.3% in the process of being resolved**.

There were seven complaints (around 30% of all complaints) requiring (Step 2) Formal resolution, no complaints requiring (Step 3) External resolution and no non-SCAS complaints noted during the period.

## 5.6 Previous Quarters - Complaints Breakdown - Resolution

There were no complaints noted as remaining open to SCAS 'Tell Us What You Think' Procedures from previous quarters.

## 6 CORPORATE ASSURANCE

- 6.1 Our 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 Despite the continuing impact of the Global Covid-19 Pandemic and within extremely challenging circumstances, we have continued to operate within the full scope of our Complaints, Comments and Compliments Policy to provide assurance that this is achieved.
- 6.3 Utilising our monthly Complaint Forums, chaired by our Deputy Chief Operating Officer and attended by Senior colleagues, all complaints are considered in detail, to identify any common themes and improvement opportunities, and reflect upon and share lessons learnt across the company.
- 6.4 Some recent examples of themes considered at Forum have included:

- the importance our **public facing information** has in providing customers, their family and other professionals with a clear understanding of our service offer at the point of referral & admission and how the company can improve its communications
- the importance **situational awareness & emotional intelligence** has within Social Care and how our mandatory Values Training can support colleagues to better understand how their actions can be perceived by others



**Together for Children  
Customer Feedback Six Month Summary Report  
April 2021- September 2021**



## HIGHLIGHT SUMMARY

### What are our key achievements?

- We have refreshed our complaint processes with the aim to improve customer experience and resolve concerns more quickly.
- We have received 121 compliments so far this year from children, young people, families, and professionals.
- We have successfully helped 107 customers to receive satisfactory resolutions to their queries, issues or concerns informally, without having to initiate a complaint.
- Overall, the number of complaints received so far this year has reduced by 42% with many of our services seeing a decrease in the number of complaints.
- The timeliness of stage two complaints is improving, and fewer complaints are escalating.

### What are our areas of focus?

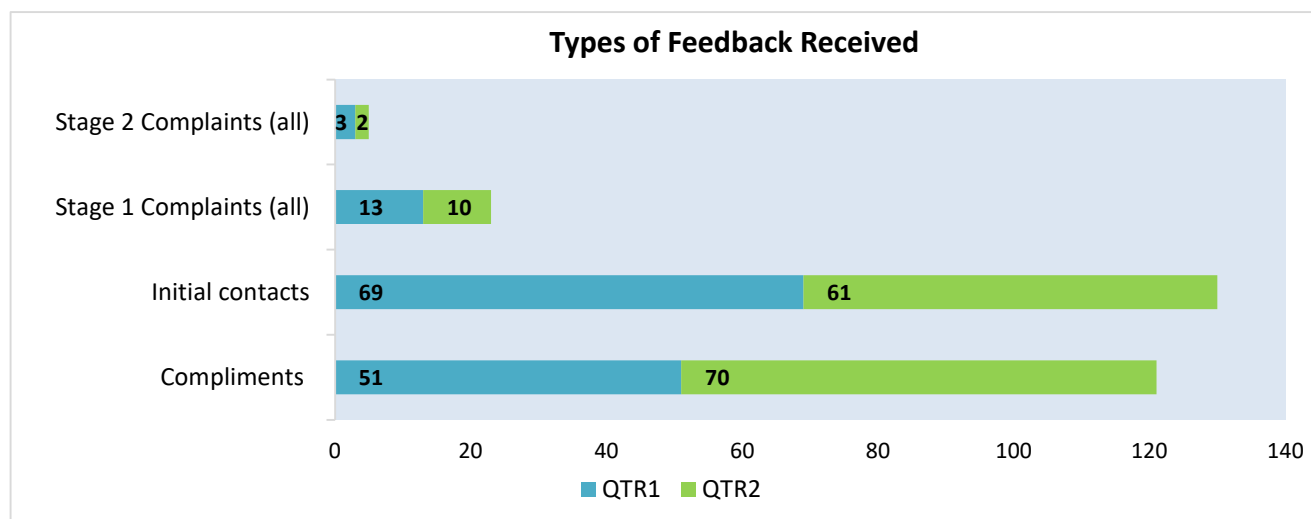
- Continued focus on improving the timeliness of stage 1 responses.
- Continuing to improve stage 2 investigation and adjudication timescales.
- Reviewing how we record complaints so that emerging themes can be analysed easier and, in more detail, where needed.

## 1. PURPOSE OF THE REPORT

- 1.1. This report covers the period 1<sup>st</sup> April to 30<sup>th</sup> September 2021. Together for Children (TfC) welcomes all forms of feedback as a way of improving service delivery to children, young people and families. The report provides an overview of customer feedback received in the last six months, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.

## 2. SUMMARY OF FEEDBACK

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



## 3. COMPLIMENTS

- 3.1. We have received 121 compliments in the last six months from children and young people, parents and other family members, foster carers, external professionals, and staff within TfC. Compliments are communicated to workers and management structures of the relevant teams and they are used to congratulate workers and teams and to inform service developments and best practice. Compliments are also shared more widely with the Senior Management Team and the TfC Communications Manager, so all staff can be recognised for their dedication and hard work. Below are some examples of the compliments we have received in the last six months:

### Business Support, Social Care

"I know I have mentioned this previously but just wanted to again highlight what a credit XXX is to Business Support. The quality of her minute taking and all work she completes in general, her attention to detail and her willingness to go over and above always stands out as exemplary to me".

### Cared for Children Service

"I just wanted to share with you that I just had a catch up with XXX and she is absolutely loving it within Permanence. She said that XXX and the team have made her feel so welcome and she is excited every day to come to work and feels confident knowing that there are so many people who are there to help her if she needs it. I have never seen her so happy!"

### Child Protection Service

"I just wanted to take the time to express how impressed I have been with the work of XXX on the XXX case. This wasn't an easy case to be assigned to with many complicating factors which have spanned across almost a decade. However, XXX came in and has been tenacious in unpicking the chronology and getting to the crux of the situation for the children and family. She took the time to speak to all professionals and has got to the know

the children extremely well. For children who have been through so much, she listened to them and recognised when they needed further support; highlighting the professionals to provide it and checking in to make sure that the support had made a difference. She has kept everyone informed of situations that have arisen and has also given us the heads-up when she believed the children would have a difficult day. Her chairing of meetings has always been firm and fair - giving everyone the opportunity to share their views and her paperwork has been detailed and accurate. She works with compassion, confidentiality and integrity. I absolutely cannot fault her case management or the support she has given us as a school. XXX is one of the stars in your service and I felt that I needed to take the time to make you aware of all that she has done to make the difference to the lives of the children she is there to protect. I take my hat off to her for the way she has managed this case and given the children the opportunity to thrive”.

#### **Fostering Service**

“XXX is always contactable by phone, mobile, email or What’s App in case we have any queries or issues. XXX is great at setting the next supervision date before she leaves each month and arrives on time, every time. I always feel listened to in my supervisions (even if it’s just a case of containment) and XXX will work with me to find acceptable solutions to any issues which have arisen. She keeps me grounded when I might otherwise be going off on a tangent, not an easy thing! I am always prepared with a list of any things I want to discuss or anything I need to update XXX about. She is happy to answer my questions and is very knowledgeable in all social work issues and will seek answers elsewhere if she is unsure”.

#### **Children’s Independent Reviewing Team**

“I just wanted to get in touch following a review conference I was involved in yesterday. We always hear at the start of meetings how we can complain or compliment and I wanted to take the time to compliment XXX on her professionalism and conduct yesterday. I always feel as though we are in safe hands when XXX is chairing our meetings. She conducts her meetings in a lovely calm and controlled manner and leaves no stone unturned. Our core groups leading up to yesterday’s conference have at times been challenging however, the review conference was managed so well by XXX that it went without issue and I feel that we came away with a robust plan in place to move forward”.

#### **Assessment Team**

“I would like to give you some feedback regarding working with your social worker XXX. I feel that her professional, responsive, reactive, and supportive approach to working with the XX family should be shared. This is a very diverse and challenging family, and it has not been easy to keep a level head and balance throughout, however I feel that XXX has achieved this, a calm approach but not afraid to challenge when necessary. It is easy to complain and criticise and people always find time for that, however, praise and recognition should be highlighted too, and I feel XXX deserves this, a kind considerate and caring professional, and a pleasure to work with”.

#### **Early Help**

“Thank you for everything you have done for myself and XXX, most of all thank you so much for always having his back and believing he’s a good kid underneath it all! Thank you for fighting for him and believing in him when others didn’t. You have been the only one I can count on for support so thank you again”.

#### **Children’s Homes**

“I want to take the opportunity to tell you that XXX is the very best communicator in a children’s home I have come across since returning as an IRO in December 2016. He is exceptional at letting other professionals know what is happening to XXX which is invaluable to an IRO. I would like this compliment to be placed on his supervision file”.

#### **Anti-Social Behaviour Service**

“Loved all the activities, group work and sweets”. “We are more aware of what behaviours are anti-social and raised awareness. Gave strategies for support”. “Wear Kids staff were lovely and felt confident to ask questions and played an active part”.

### Connexions Service

"I went to see XXX yesterday and I just wanted to pass on again some really positive comments she has given me. XXX told me that college hadn't got her email and you have been in contact with her and have sorted all of this out for her and XXX couldn't have been more thankful highlighting she wouldn't have been going to college if it hadn't been for your help. XXX hasn't always felt supported by school staff so I just wanted to say thank you because at this time in XXX life and the pressure she feels from school it would have been easy for her to have lost interest and motivation in accessing additional education despite her clear capabilities".

### Children with Disabilities Service

"To everyone at the office who has helped me over the years. You have all helped me make my childhood a lot better by being there and supporting me through the difficult times, so thank you"

### Customer Feedback Service

"Right from the beginning XXX took a significant amount of time to get to know me and understand my complaint, she was extremely patient when I went back to her with amends regarding the complaint outline, she kept me updated throughout and was extremely compassionate but also totally professional. She actually helped me restore my faith in TFC as an organisation and I feel she is a complete asset to your organisation. I just wanted to pass on my feedback as I know it's important for appraisals and reviews to understand how clients find the service received from your department's representatives."

## 4. INITIAL CONTACTS

- 4.1. Following the refresh of the complaints process in 2020/21, we replaced 'pre-complaints' with 'initial contacts', expanding our definition so that we could log and account for every customer contact received via the Customer Feedback Team. Initial contacts presented by customers can be queries, concerns, information requests or issues that require a resolution. Whilst customers are provided with information about the complaints process and their rights to complain, we aim to achieve informal resolution at the earliest opportunity so that the customer receives a quick resolution and has a better experience. The table below shows the initial contacts data for quarters one and two:

Initial Contacts	Q1 (Apr – Jun)	Q2 (Jul – Sep)	Total
Number Received	69	61	130
Percentage resolved as Initial Contact	81%	85%	82%
Percentage progressed to Stage 1	19%	15%	18%

- 4.2. We have received 130 initial contacts in the last six months. Through responding to contacts at the outset, we have helped 107 of our customers to receive satisfactory responses and resolutions informally with only 23 contacts (18%) progressing to a formal stage one complaint.

## 5. COMPLAINTS PROCESS

- 5.1. The Complaints Process for Statutory Children's Services follows the statutory guidance. This is a 3-stage process as follows:
- **Stage One** – the initial stage of the process is investigated by an Officer in the Customer Feedback Team. It is hoped a local resolution can be achieved within 10 working days, however an extension of up to 20 working days can be requested for more complex cases.
  - **Stage Two** – on receipt of the response to their stage one complaint, customers have 20 working days to request their complaint is progressed to stage two if they are unhappy with the initial outcome. At this

stage, an Investigating Officer and an Independent Person will be appointed to investigate the complaint and it can take up to 65 working days to complete.

- **Stage Three** – if the customer remains unhappy with the outcome of the stage two complaint, they have 20 working days to request their complaint is progressed to stage three. The review should take place within 30 days of the request. At stage three, a review panel will be appointed to review the complaint. This will consist of three independent people who will make recommendations to the Director of Children's Services.

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

5.3. Any complaints that do not relate to Statutory Children's Services, are handled under the Corporate Complaints Procedure which consists of two formal stages. Corporate complaint figures are included in this report.

## 6. COMPLAINTS RECEIVED

6.1. The table below shows the number of complaints we received across each stage of the complaints process:

Children's Social Care Complaints:	Q1	Q2	Total	
Stage One	11	7	18	↓
Stage Two	3	1	4	↓
Stage Three	1	0	1	↓
<b>Total</b>	<b>15</b>	<b>8</b>	<b>23</b>	↓

Corporate Complaints	Q1	Q2	Total	
Stage One	2	3	5	↓
Stage Two	0	1	1	↓
<b>Total</b>	<b>2</b>	<b>4</b>	<b>6</b>	↓

<b>Overall Totals</b>	<b>17</b>	<b>12</b>	<b>29</b>	↓
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6.2. **Overall Total (all stages)** - In the first six months of the year we received 29 complaints compared with 50 in the first six months of 2020/21 which is an overall decrease of 42%. Broken down further this shows Children's Social Care complaints have reduced by 41% and Corporate complaints by 60%.

6.3. **Stage One Complaints** – we have received 18 children's social care stage one complaints compared with 28 for the same period in 2020/21. We also saw a decrease in the number of corporate stage one complaints, receiving 5 compared with 11 in the same period last year.

6.4. **Stage two Complaints** – we have received 4 children's social care stage two complaints of which 1 has progressed to a stage 3. Only 1 of the corporate complaints progressed to stage two, compared to 4 last year.

6.5. The number of stage two complaints has reduced from Q1 to Q2 this year suggesting that as we continue to implement the new complaint processes, customers are having their concerns addressed earlier, at stage one.

### Number of Complaints by Young People:

6.6. There were 0 complaints received by young people in the first six months of the year which is a decrease of 3 when compared to the same period last year.

## 7. STAGE ONE COMPLAINTS

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

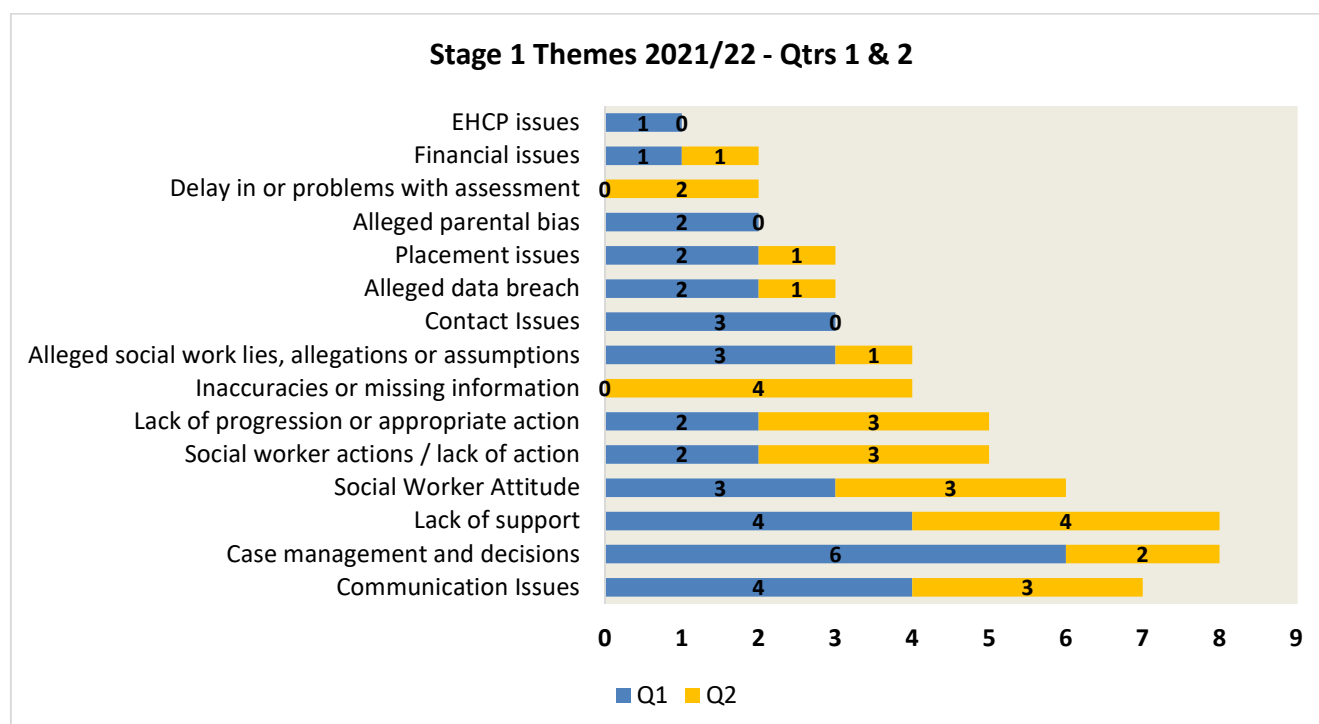
TEAM	% of Stage 1 Complaints Received
Adoption Service	2%
Assessment Service	33%
Child Protection Service	24%
Early Help Service	4%
Education	4%
ICRT Service	4%
Cared for and Permanence Service	4%
SEND Service	9%
Children with Disabilities Service	13%
Fostering Service	2%
<b>TOTAL</b>	<b>100%</b>

7.2. 33% of complaints received in the first six months relate to the assessment service however there has been a 20% decrease in the number for complaints relating to this service when compared with the previous year. 24% of stage one complaints received in the first six months relate to the child protection services but again there has been a 50% decrease in the number of complaints relating to this service when compared with the same period in the previous year.

7.3. Overall, the number of stage one complaints have decreased across most services other than the Children with Disabilities service who saw a slight increase of 3 when compared with the previous year.

### Themes:

7.4. The main themes of the complaints received at Stage one in 2020-21 are shown in the table below:



7.5. Complaints relating to lack of support have almost doubled when compared with the same period in 2020/21 and is now one of the top three themes together with case management decisions and communication. This



shows a difference when compared to the top three themes in the previous year (social worker action /lack of action, contact issues/Family Time and inaccuracies or missing information).

- 7.6. Complaints regarding social worker actions/lack of action has significantly reduced when compared to last year and has moved from being the top theme in 2020/21 to the fifth in the first six months of this year. Although complaints regarding communication and case management decisions are now in the top three themes, the numbers of complaints have not increased when compared to the same period last year.
- 7.7. The reduction in the number of complaints overall together with a shift in the top three themes demonstrates the positive impact of learning from complaints and proactivity addressing emerging themes. The refresh of the complaints process has strengthened the initial contact stage which is contributing to an overall reduction in complaint numbers.

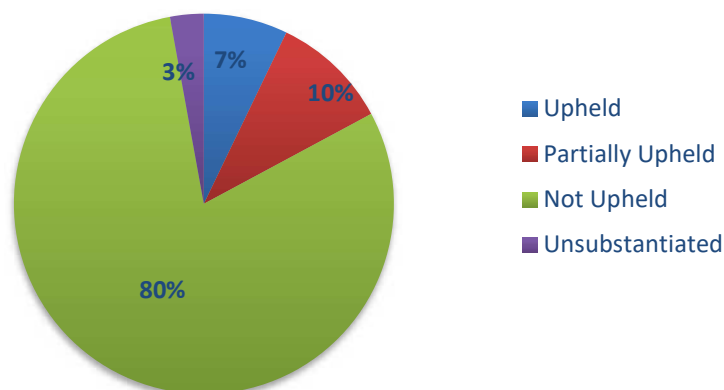
#### Timeliness of Response to Stage One Complaints:

- 7.8. In the first six months of 2021/22 the timeliness of all stage one complaints has fluctuated as we have moved to the refreshed complaints process. The main changes to the process have included managing all stage one complaints within the Customer Feedback Team with a greater focus on customer conciliation, mediation, and speedier resolution e.g., offering opportunities for customers to meet with workers and managers so they can listen, discuss, and resolve their issues rather than moving to the lengthier stage two process (where this is possible). Whilst this change in process has increased customer satisfaction by resolving issues at this stage, it has consequently taken some stage one complaints (in Q2) out of timescale which has impacted the year-to-date figure. Moving forward we will be focussing on how to achieve the same result but within the 10 or 20 working day timescales.

% of all stage 1 complaints responded to in timescale	Q1	Q2	YTD
	73%	33%	52%

#### Stage One Complaint Outcomes:

- 7.9. There were 70 elements of complaint identified within stage one complaints that have concluded in the first six months of 2021-22. The outcomes of those stage one complaint elements are shown below.



- 7.10. Most complaint elements (equating to 80%) were not upheld and a further 3% were unsubstantiated or not investigated. This is significantly higher than the same period last year where 49% of elements were not upheld.
- 7.11. 10% of elements were partially upheld and 7% were upheld. The five upheld complaint elements related to poor communication, a missed visit, inaccurate information and impact of TFC involvement.

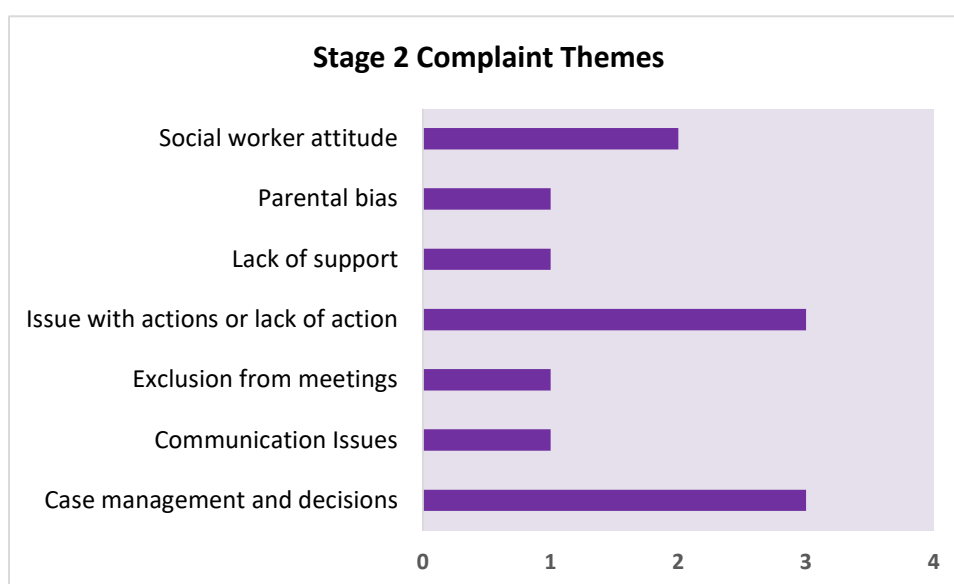
## 8. STAGE TWO COMPLAINTS AND STAGE THREE REVIEWS

- 8.1. In total 5 stage two complaints have been received in Q1 and Q2. 4 of the stage two complaints relate to the Children with Disabilities Team, Assessment Team and Child Protection Team. The 1 corporate complaint relates to the SEND team. Overall, we have received 37.5% fewer stage two complaints when compared with the same period in the previous year.



### Themes:

- 8.2. The number of themes relating to stage two complaints have reduced this year in line with a decrease in the number of complaints and a decrease in the number of elements within each complaint. The main themes for 2021-22 are shown in the table below (*note one complaint can have multiple themes*):



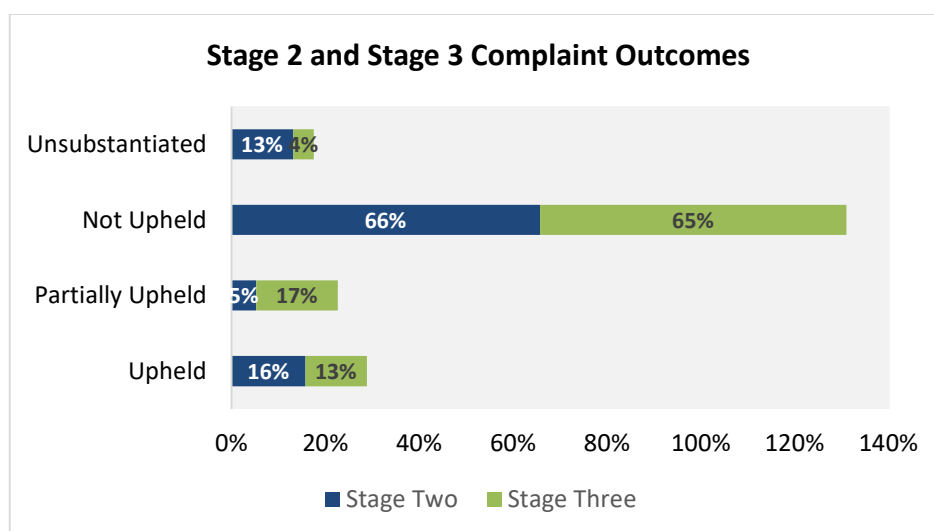
- 8.3. Most stage two themes relate to case management and decisions, issues with action/lack of action and social worker attitude. The increase of themes relating to case management and decisions aligns with the increase at stage one.
- 8.4. When compared to 2020/21, lack of action remains a top theme however themes around communication issues have reduced and assessment reports is no longer identified as a theme, suggesting learning and improvement actions are having a positive impact for our customers.

### Timeliness of Response to Stage Two Complaints:

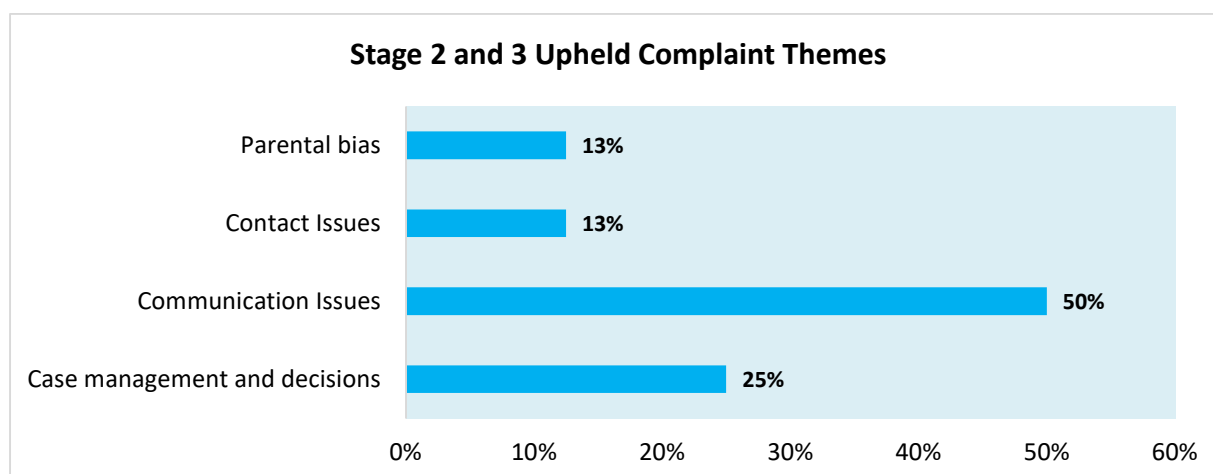
- 8.5. In the first six months of 2021-22, 8 stage two complaints were concluded (*figures differ to numbers received, as there were complaints open at the start of the year from 2020/21 and complaints that remain open moving into 2021-22*). Four of the stage two complaints were completed within the 65-day timescale (50%). This is a significant improvement compared with the same period in 2020/21 where only 8% of stage 2 complaints were completed in timescale. The average number of working days taken to complete stage 2 complaints in the first six months of this year is 71.6 days compared with 129 for the same period last year.
- 8.6. This improvement is due to the changes that were made to the complaints process. The changes streamlined the process to improve the customer journey and realigned timescales and resources for the adjudication task. Although these changes are having a positive impact on the timeliness, further improvement is required which remains an area of focus for the Customer Feedback service.

### Stage Two and Three Complaint Outcomes

- 8.7. There were 38 elements of complaint identified within all stage two complaints that concluded in the first six months of 2021/22 and 23 elements concluded at stage three (Children's Social Care). This is a significant reduction when compared to 202 stage 2 elements in the same period last year together with 35 elements at stage 3. The outcomes of those stage two and three complaint elements are shown below.



- 8.8. At stage two, the majority of complaint elements equating to 66% were not upheld and a further 13% were unsubstantiated or withdrawn. 5% of elements were partially upheld and 16% were upheld.
- 8.9. At stage three 13% were upheld, with a further 17% partially upheld. 65% were not upheld and 4% were unsubstantiated or withdrawn.
- 8.10. Since April 2021, of the 23 elements that went to Stage Three Panel, no outcome was changed by Panel. The main subject areas of elements upheld at stage two and three are as follows:



- 8.11. Comparing upheld elements with the same period in the previous year, communication is a recurring upheld theme at stages two and three. However due to the individualised nature of complaints it is difficult to say if the reasons for this is due to a limited impact of recommendations or if it is due to other reasons. Parental bias and case management and decisions are emerging themes when compared with the previous year. To assist with the analysis of themes, the upheld elements identified in both stage two investigations and stage three panels are reviewed regularly by the Children's Social Care Senior Management Team. The Customer Feedback Team identifies any reoccurring complaint elements and feeds this back to the relevant services.

## 9. OMBUDSMAN REFERRALS

- 9.1. There have been 4 complaints highlighted to the Customer Feedback Team by the Local Government Ombudsman so far this year; 1 was escalated to Stage 2, 1 was closed with no further action, and 2 remain in progress (at investigation stage).
- 9.2. At the start of this year there were 4 LGO still being investigated that have now been concluded. 3 of the investigations were upheld and 1 was not upheld.

## **10. COST OF COMPLAINTS**

- 10.1. The total cost of investigating claims in the first two quarters of 2021/22 is £12,039 compared with £41,182 for the same period in 2020/21. This reduction is due to all new complaints (since the introduction of the refreshed complaints process) being managed internally by the Customer Feedback Team with no external allocations.
- 10.2. So far this year the compensation costs paid in relation to upheld complaints has totalled £27,315.52. This is significantly higher than previous years due to one complaint dating back to 2017 whereby a large payment was made to remedy lost care provision of 3.5 years dating back to 2017.

## **11. ABUSIVE, UNREASONABLE PERSISTENT OR VEXATIOUS COMPLAINANTS**

- 11.1. There have been no recorded Abusive, Unreasonable Persistent or Vexatious Complainants in the first six months of 2021/22.

## **12. LEARNING & IMPROVEMENT**

- 12.1. Together for Children are committed to getting it right for the families in Sunderland. To do this we continue to drive improvement from learning from the complaints and compliments raised. An action plan is maintained by the Customer Feedback Team which includes actions and recommendations from stage two investigations and stage three panels. The action plan is closely monitored by the team. Reminders are sent to managers with responsibility for the recommendations each month and reported into Senior Management Team meetings to ensure that the learning is shared across the whole service.
- 12.2. In the last six months we have been making progress to address the recommendations in the 2020/21 Annual Customer Feedback Report. We have already seen positive impacts from this work through continued reductions in complaint numbers, a significant reduction in the number of complaint elements and a reduction in the reoccurring themes from last year.
- 12.3. We have been working with services to implement the refreshed complaints processes with a view to improving timeliness and responding more proactively to customer concerns. Although there is still work to do to improve timeliness, particularly at stage one, it is evident that fewer complaints are escalating through the stages. This together with positive feedback received from customers is suggesting that concerns are being resolved at an earlier stage and therefore customers are not having to proceed through the lengthier stages unnecessarily. The Customer Feedback Team have already held a 3-month review of the refreshed process to check that the expected benefits are being realised and have the 6-month review planned for October 2021.
- 12.4. We will continue to work through the remaining recommendations set out in the Annual Report to identify further improvement activity and to explore more possibilities. From analysing the themes in the first six months of this year, it is apparent that some new themes are emerging. The Customer Feedback Service will proactively work with services to analyse these themes to identify learning and improvement opportunities. The Customer Feedback Service is also focused on developing skills with its team and has attended refresher training on the LGO Remedy Guidance and is looking to attend Complaints Handling and Investigations training to achieve a BTEC Level 5 qualification.

**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 2021/22 and provides an opportunity to review the Committee's own work programme for 2021/22.

**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 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 December 2021 the breakdown of the budget stood as follows:-

Description	£
Scrutiny Development	Nil
Member Development	Nil
Policy Review Development	Nil
<b>Total Expenditure to Date</b>	£0.00
<b>Budget</b>	£15,000.00
<b>Remaining Budget</b>	£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 2021/22 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

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REASON FOR INCLUSION	JUNE 21	JULY 21 (CANCELLED)	9 <sup>TH</sup> SEPT 21	7 <sup>TH</sup> OCT 21	4 <sup>TH</sup> NOV 21	2 <sup>ND</sup> DEC 21	6 <sup>TH</sup> JAN 22	3 <sup>RD</sup> FEB 22	3 <sup>RD</sup> MARCH 22	31 <sup>ST</sup> MARCH 22
Policy Framework/ Cabinet Referrals and Responses									Scrutiny Annual Report – 21/22	
Scrutiny Business	Corporate Parenting Review			Engagement and Participation with Young People (Jane Wheeler)	Domestic Violence Update (Karen Davison)  Draft Safe Accommodation Strategy (Gerry Taylor)	Child Health Update (Lorraine Hughes)  Holiday Fund – Operation (Jane Wheeler)	Impact of Covid 19 on Child Mental (CCG)  SEND Monitoring Report (Jill Colbert/Dave Chandler)	Youth Offending and Anti Social Behaviour	Apprenticeships and Employment opportunities	
Performance / Service Improvement	Ofsted Focused visit to Children's Services - Feedback		Ofsted Inspection of Children's Services – Feedback (Jill Colbert)	Inspection of SEND - Feedback (Jill Colbert)	Together for Children – Performance Monitoring Report (Jill Colbert)  Children Services Customer Feedback (Jill Colbert)				Together for Children – Performance Monitoring Report (Jill Colbert)  Children Services Customer Feedback	
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	

Additional Issues – Working Group with Young People

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
<b>Policy Framework/ Cabinet Referrals and Responses</b>			Licensing Policy Review (Steve Wearing)	Gambling Act 2005 – Statement of Principles (Steve Wearing)						
<b>Scrutiny Business</b>	Remit and Work Programme of Committee	Tyne and Wear Archaeology Service (Catherine Auld)	Covid Business Support Grants (Catherine Auld)	Future High Street Fund Programme (Peter McIntyre)  Sunderland Rail Station Update - (Peter McIntyre)	Sunderland BID (Sharon Appleby)  Economic Challenges - North East England Chamber of Commerce (Jonathan Walker)  Cycling and Walking Infrastructure Plan (Mark Wilson)	Business Centres (Catherine Auld)  Environmental Enforcement (Michelle Coates)  Environmental Services Update (Sandra Mitchell/Graham Scanlan)	Leisure Centres (Victoria French)	Housing Strategy Update (Graham Scanlan)  Annual Low Carbon Progress Report (Catherine Auld)  International Strategy (Catherine Auld)	Siglion (Peter McIntyre)  Culture/Major Events Update (Victoria French)	Annual Report (Jim Diamond)  Annual Road Safety Report (Mark Jackson)  Public Transport Update (Mark Jackson)  E Scooter – Pilot Feedback (Mark Jackson)
<b>Consultation Information and Awareness Raising</b>		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 – On Going  
SSTC and Port – Visit – Date to be confirmed (Matthew Hunt/Mark Jackson)  
City Heat Network Projects (Mark Jackson)

# 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: 22 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
<b>Policy Framework / Cabinet Referrals and Responses</b>										
<b>Scrutiny Business</b>	<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 (N 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>Future of Monument Practice (Sunderland GP Alliance)</p>	<p>Covid-19 Recovery Update</p> <p>Monkwearmouth Hospital (NTW)</p> <p>Waiting Lists, times and access – Recovery from the Pandemic (NHS FT)</p>	<p>Covid-19 Recovery Update</p> <p>Better Health at Work (Public Health)</p>	<p>Covid-19 Recovery Update</p> <p>ICS-CCG Transition (Sunderland CCG)</p> <p>Accessibility across the City (Stephen Dixon)</p> <p>Assistive Technology (G King)</p>	<p>North East Ambulance Service Update (Mark Cotton)</p> <p>Adult MH Provision (Sunderland CCG)</p> <p>Patient Engagement (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>
<b>Performance / Service Improvement</b>										
<b>Consultation/ Information &amp; Awareness Raising</b>	<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
<b>Policy Framework / Cabinet Referrals and Responses</b>	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 and Medium Term Financial Strategy 2022/2023 to 2025/2026 (Jon Ritchie)		Capital Programme Planning 2022/2023 to 2025/2026 and Medium-Term Financial Strategy (Jon Ritchie)  Capital Programme Planning 2022/2023 to 2025/2026 (Jon Ritchie)	Capital Programme Second Review 2021/22 (Jon Ritchie)			
<b>Scrutiny Business</b>		Scrutiny Review (Gillian Robinson)		Impact of EU Exit (Paul Davies/Jon Beaney)  City Hall Meeting Rooms (Helen Townsend)	Internal Communications (Jill Laverick)	City Plan Refresh (Jon Beaney)	Council Tax Charges on Empty Properties (Jon Ritchie)  Safer Sunderland Partnership Annual Report (Stephen Laverton)	Smart City Progress Update (Liz St Louis)		Annual Report (N Cummings)
<b>Performance / Service Improvement</b>	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 Q2 (Marie Johnston)			Performance Management Q3 (Liz St Louis)  Compliments, Complaints & Feedback Q3 (Marie Johnston)	
<b>Consultation / Information &amp; Awareness Raising</b>	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 8 November 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 8 November 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 8 November 2021 at the Scrutiny Committee meeting.

**5. BACKGROUND PAPERS**

- Cabinet Agenda

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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
210419/577	To approve the dilapidation settlement figure and the procurement of the dilapidation works in respect of the CESAM building.	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
210505/587	To approve the procurement of a Contractor for the Repair Works at Hendon Foreshore Barrier, Port of Sunderland.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
210607/608	To seek approval to proposed funding arrangements with Siglion Investments LLP.	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
210709/612	To authorise the Executive Director of City Development to deliver the Washington F-Pit Museum Heritage Visitor Centre and Albany Park Improvement project, including the procurement of consultants and contractors.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
210728/613	To seek approval for strategic land acquisitions in Sunnyside, Sunderland.	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
210729/617	To approve the International Advanced Manufacturing Park (IAMP) Interim Planning Policy Statement for adoption.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
210920/640	To approve land and property acquisitions within the Riverside Sunderland area.	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
211005/641	To agree the proposed development strategy for Northern Spire Park and the recommended next steps	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211006/643	To approve the Budget Planning Framework and Medium Term Financial Plan 2022/23 to 2025/26.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
211007/645	Procurement of Care and Support within a new build Supported Living scheme at Cork Street	Cabinet	Y	7 December 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 Paragraphs 3 and/or 5 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) and/or information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. The public interest in maintaining these exemptions outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211011/647	To consider the Local Carbon Progress Report.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
200813/494	To approve funding mechanisms for the acquisition of residential properties.	Cabinet	Y	7 December 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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211022/651	To seek approval for the final Domestic Abuse Safe Accommodation and Support Services Strategy for Sunderland.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211101/652	To approve the Commissioning proposals for Statutory Advocacy.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>



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
211104/654	To approve the proposal to carry out the required actions to enable the Council to commence enforcement of bus lane contraventions and to set the level of penalty charge notices issued which will need to be approved by the Secretary of State.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211105/655	To consider the Community Renewal Fund.	Cabinet	Y	7 December 2021	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
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 7 December 2021 to 28 February 2022.	N	Not applicable.	Cabinet report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211018/650	To authorise the Executive Director of City Development to deliver the Levelling Up Fund Programme	Cabinet	Y	During the period 7 December 2021 to 28 February 2022.	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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
211103/653	To consider and approve the Siglion Business Plan.	Cabinet	Y	During the period 7 December 2021 to 28 February 2022.	N	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  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211105/656	To authorise the Council to enter into Funding and Partnership Agreements for the Social Housing Decarbonisation Fund, subject to the successful outcome of the bid.	Cabinet	Y	During the period 7 December 2021 to 28 February 2022.	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
211011/648	To consider the details of the City Plan 2019-2030 assurance process.	Cabinet	Y	11 January 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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	During the period 11 January to 31 March 2022.	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

**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](mailto: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

8 November 2021