

## SCRUTINY CO-ORDINATING COMMITTEE

### AGENDA

Meeting to be held on Thursday, 3<sup>rd</sup> December, 2020 at 5.30 p.m.

This meeting will be held remotely. Joining details will be emailed to all participants.

The meeting will be livestreamed for the public to view on the Council's YouTube channel, 'sunderlandgov' at :-

<https://youtu.be/bWbWygK3xgg>

### Membership

Cllrs D. Dixon, Doyle, Heron, Hunt (Vice Chairman), Jenkins, D. MacKnight (Chairman), F. Miller, Mullen, O'Brien, P. Smith, Speding, D. Trueman, Turner and Watson.

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1.	<b>Apologies for Absence</b>	-
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3.	<b>Declarations of Interest (including Whipping Declarations)</b>	-
	<b>Part A – Cabinet Referrals and Responses</b>	
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## **Part B – Scrutiny Business**

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| 5. | <b>Performance Management Update – Quarter 2 of 2020/21</b>               | 19 |
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| 6. | <b>Compliments, Complaints and Feedback</b>                               | 34 |
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| 7. | <b>Scrutiny Committee Work Programmes 2020-21</b>                         | 74 |
|    | Report of the Scrutiny and Members' Support Co-ordinator (copy attached). |    |
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|    | Report of the Scrutiny and Members' Support Co-ordinator (copy attached). |    |

## **Part C – Health Substantial Variations to Service**

No items.

## **Part D - CCFA/Members' Items/Petitions**

No items.

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

25<sup>th</sup> November, 2020.

**At a meeting of the SCRUTINY CO-ORDINATING COMMITTEE held REMOTELY on THURSDAY 5<sup>TH</sup> NOVEMBER, 2020 at 5.30 p.m.**

**Present:-**

Councillor Hunt in the Chair

Councillors D. Dixon, Doyle, Heron, Jenkins, D. MacKnight, F. Miller, Mullen, O'Brien, P. Smith, D. Trueman and Turner.

Also in attendance:-

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

Ms Gillian Robinson, Scrutiny and Members' Support Coordinator, Law and Governance, Corporate Services Directorate

Mr Jon Ritchie, Executive Director of Corporate Services

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

The Chairman welcomed everyone to the meeting and introductions were made.

**Apologies for Absence**

There were no apologies received.

**Minutes of the last meeting of the Committee held on 8<sup>th</sup> October, 2020**

1. RESOLVED that the minutes of the last meeting of the Committee held on 8<sup>th</sup> October, 2020 (copy circulated), be confirmed and signed as a correct record.

**Safer Sunderland Partnership Annual Report 2019/20**

Mr Nigel Cummings, Scrutiny Officer, Law and Governance, Corporate Services Directorate undertook to chase up information regarding the number of Enforcement Officers the Council now had for Councillor Jenkins which had been requested at the last meeting.

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

**Item 5 - Reference from Cabinet – 13 October 2020 – Budget Planning Framework and Medium-Term Financial Strategy 2021/2022 – 2024/2025**

Councillor Heron made an open declaration in relation to the report as the Council appointed representative on the Tyne and Wear Pension Fund.

## **Item 6 - Notice of Key Decisions**

Councillor Doyle made an open declaration in relation to item no. 200813/493 advising that the organisation for which he worked had undertaken paid consultancy in relation to the Sunnyside regeneration proposals.

### **Reference from Cabinet – 13 October 2020 – Capital Programme Second Review 2020/2021 (Including Treasury Management)**

The Assistant Director of Law and Governance submitted a report (copy circulated), seeking the views of the Committee, in accordance with the Budget and Policy Framework Procedure Rules, on an extract from a report of the Executive Director of Corporate Services considered by Cabinet on 13 October 2020, which detailed:

- the outcome of the Second Capital Review for 2020/2021;
- progress in implementing the Treasury Management Borrowing and Investment Strategy for 2020/2021; and
- an amendment to the Treasury Management Lending List and Criteria to be recommended to Council.

(For copy report – see original minutes.)

Mr Jon Ritchie, Executive Director of Corporate Services briefed the Committee on the report advising that the Council had been approached by Education Partnership North East (EPNE), which was the group brand for Sunderland College, Northumberland College and Hartlepool Sixth Form College. He advised that an approval was needed before the lending list would go through the normal cycle in the March Council. Sunderland College had approached the Council to see if the Council was prepared to offer a short-term overdraft facility or short-term loan in the spring of both next year and the year after up to a maximum of £2m and up to a maximum of £1m respectively.

Mr Ritchie referred the Committee to paragraph 2.1 of the report and paragraph 1.2.2 of the Lending List and Criteria and advised that the first priority for any investment was the security of the Council's capital, however the college was unable to offer any security as their existing asset already had security placed on it and there were financial charges on them.

Mr Ritchie referred the Committee to the mitigating steps the Council was taking because of the above which were set out in the report to minimise the risk. He emphasised that it was a short-term facility and that the college did have a financial plan that was expected to allow full repayment each year and also that their student recruitment was ahead of schedule. He added that before any monies were advanced that he would have a monthly meeting with the Vice Principal for Finance from the college. The item would be submitted to the Council meeting on 18 November for approval.

Councillor P. Smith stated that she had been concerned when she had read the report, however the explanation in the report regarding the measures to mitigate the risk to the Council including the Executive Director of Corporate Services

undertaking an assessment each month of the latest financial position of EPNE, had served to settle any concerns she had.

Full consideration having been given to the report and there being no further questions, it was:-

2. RESOLVED that the Scrutiny Co-ordinating Committee acknowledged the information and noted the risk and mitigation that had been outlined, in relation to the revisions to the lending list and criteria for the proposed loan facility to EPNE.

### **Reference from Cabinet – 13 October 2020 – Budget Planning Framework and Medium-Term Financial Strategy 2021/2022 – 2024/2025**

The Assistant Director of Law and Governance submitted a report (copy circulated), seeking the views of the Committee, in accordance with the Budget and Policy Framework Procedure Rules, on a report of the Executive Director of Corporate Services considered by Cabinet on 13 October 2020 which:

- Identified the key factors influencing the development of the Council's financial plans into the medium term and sets out the budget planning framework for the Council for 2021/2022;
- Set out the headlines and context for the Medium-Term Financial Plan (MTFP) 2021/2022 to 2024/2025; and
- Set out the consultation/communication strategy for the budget 2021/2022.

(For copy report – see original minutes.)

Mr Jon Ritchie, Executive Director of Corporate Services referred the Committee to the key points to note which impacted on the Budget Planning for 2021/2022 set out in section 3 of the Cabinet report. He highlighted the context in which they were working in that they were dealing with a lot of uncertainty. They had not had the comprehensive spending review in the normal cycle, they didn't have the Fair Funding Review or the Business Rate Retention, Brexit would be happening in the next couple of months and they were part way through a global pandemic. Therefore, it was important that Scrutiny, Cabinet and Council appreciated the imperfect position in which they were working in terms of financial forecasting.

Mr Ritchie advised that they were expecting to get a one year spending round on 25 November. The next proposals were going to Cabinet on 8 December. The numbers included in the report were based on best assumptions at the time the Cabinet report had been written.

Mr Ritchie referred Members to paragraph 3.4.9 of the Cabinet report and highlighted that the Council might get an additional £3.243m of funding through the New Homes Bonus because of a redistribution factor across the country, although Government hadn't confirmed which methodology they would be using.

Mr Ritchie advised that section 3.5 of the report set out some of the key planning assumptions they had used and set out the spending pressures and commitments. Long term planning assumption for wage inflation was set at 2%. He added that whilst the Council had been a real living wage employer for almost a decade, it had

recently become accredited as a real living wage organisation. As part of that they would expect its contractors to pay a real living wage and that would come at a cost.

Mr Ritchie pointed out that there was a spike in the wages' inflation line in 2023/24 as that was when the Council's main adult social care contracts were up for renewal and so they had included an increase of what it was thought the increased costs would be. He added that they had included inflation on the contracts they knew about. Inflation was running low at the moment with CPI being at 0.2% in August and 0.5% in September. The planning assumption for next year was 1% and then 2% in the longer term which was consistent with the Bank of England's assumptions. They had tried to account for the increase in demand in both Adults' and Children's social care and £1.5m was included on top of the inflationary uplifts.

Mr Ritchie drew attention to paragraph 3.5.17 which set out that the Capital Programme had revenue implications, effectively the mortgage payments that go through as a result of the borrowing that the Council took out. They had revised their debt charges assumptions and there was actually a reduction in the next financial year of about £3m, but over the 4 year period there was an increase of £9m. He advised that as the Capital Plan changed they updated the assumptions based on what they thought would happen with interest rates and also the timing of the capital spend.

Mr Ritchie highlighted the conclusion of the Triennial Actuarial review of the Local Government Pension Scheme detailed in paragraph 3.5.18 and that the Pension Fund valuation could change subject to a number of factors such as the US Presidential Elections and the consequential change in the financial markets, Brexit and COVID-19 etc. He advised that they had allowed for a £10m increase in 2023/24 and that this estimate could be refined as they got close to that point in time.

On-going COVID pressures had been included in paragraph 3.5.24 which they thought might roll forward into next year into the base budget for example the impact in the short to medium term on the rental market and the loss of income the Council received directly and also through Siglion and the ability they had to pay dividends. All of the different changes and spending pressures were summarised in the table set out at paragraph 3.5.25.

Mr Ritchie referred the Committee to the table set out at paragraph 3.6.2 which showed that there was a funding gap of £6.9m for the next financial year. He explained that normally they would expect to have additional income coming into the Council's budget because of changes to Council Tax and business rates in terms of increased numbers of houses, more businesses, the inflationary uplift that they assumed in terms of Council Tax and business rates that would roll forward. However, one of the impacts that COVID had had in this financial year in relation to the Collection fund was actually deferred into the next financial year. The Council's collection rate had dropped as more people had moved onto the Local Council Tax Support Scheme and would impact over the next few years as the Government had changed the rules as to how the deficit could be spread rather than giving Councils additional income. Therefore, when this was factored in, the table in paragraph 3.9.1, showed the gap for next year to be currently estimated at £15.8m and the gap over the 4 year period as being £44m.

Mr Ritchie advised that the report to Cabinet next month would present how they proposed to bridge the funding gap. The Cabinet proposals would look at where they would potentially bring in additional income, make savings or propose some short-term use of reserves.

Mr Ritchie advised that once they had the above proposals they would undertake the formal budget consultation with the Trades Unions, the Chamber of Commerce, the Youth Forums, Elected Members and Members of the public. He advised that they had done some engagement with the public via the Let's Talk mechanism where they had asked a couple of questions to gauge the public's view as to where they felt the Council should be spending its money, although they had not had the numbers of people engaging they had hoped for albeit in the context of a national pandemic and lockdown.

Councillor P. Smith referred to paragraph 3.4.12 regarding school funding and the statement that the ESFA would put forward plans to move to a 'hard' National Funding Formula in the future, which would determine school funding allocations directly at a national level, rather than local funding formulae. She enquired how this would affect Sunderland.

Mr Ritchie advised that for the last decade there had been a local formula based on national criteria. Ultimately it was the Schools Forum that made the proposals which came to Cabinet for ratification as to how the funding was allocated. He stated that he felt that it made sense to move to a national funding formula on one level because schools in different areas would receive the money on a consistent basis but it did take away the flexibility to factor in local decision making. Mr Ritchie advised that the Schools Forum had been getting towards a national funding formula over several years rather than it being a significant change from one year to the next. It would come forward to Cabinet as a formal proposal in September.

Councillor F. Miller referred to the remaining budget gap and the statement by a Government Minister that they would do whatever it took and asked whether he was going to comply with this and provide the funding to the Council.

Mr Ritchie reported that there was an element of that in that the statement was in relation to the COVID grant for the current year, some of which did carry forward. In a normal year the Council would have a funding gap that it would need to deal with because of inflationary pressures and other things, however COVID had had an impact in the fact that the Collection Fund had been rolled forward into the next three years. He added that there might be some further funding to come but at the minute the position was based on the funding which the Council knew about at that time.

Councillor D. Dixon referred to paragraph 3.5.9 which outlined the additional pressures on Adult Social Care due to the COVID-19 pandemic. He commented that this was going to go away to an extent with COVID-19 but the path to excellence that the NHS outlined for the future, pushed more and more into care at home through Multi-speciality Care Plans/Integrated Care Plans and so this pressure was something which was likely to continue to increase. He enquired with those Multi-speciality Care Plans that there was a large commitment on Adult Social Care and how was that financial challenge going to be met and who would control those Multi-speciality Care Plans.

Mr Ritchie stated that Adult Social Care and Children's Social Care were probably the key financial challenges for Local Authorities across the country. The Council worked very closely with its partners in the Clinical Commissioning Group making sure that the service provision for the service users was right but that needed to be paid for. They were looking at mitigating this as far as possible working with the Voluntary and Community Sector, working with families, using assisted technology where it was appropriate to do so that would allow people to talk to health professionals without the need for a face to face visit to drive out financial efficiencies. Ultimately, they needed to be mindful that generally the population was aging and that as people moved into the higher age brackets that their care requirements increased.

Mr Ritchie explained that when they had set out the financial pressures that the increased budget that was going into social care wasn't just the inflationary uplift and that it did allow for increased demand. Adult Social Care was about a third of the Council's net budget or gross budget so that could not be immune from helping to balance the budget as statutorily the Council and himself as the Chief Finance Officer had to set a balanced budget each year. This was one of the key challenges as to how to do this when there were other priorities each year which the Council might want to, although Social Care and Safeguarding needed to be one of the first things the Council made sure it had suitable provision for. By working with partners, by using technology where appropriate they were trying to mitigate the financial cost by delivering high quality services in different ways.

Councillor Dixon stated that he was concerned going forward about Multi-speciality Care Plans and that there needed to be someone to control the plans and how the costs were shared out.

Mr Ritchie advised that there were relevant panels in place working on a multi-agency basis with parameters as to whether it was a health cost or a Local Authority cost. There would be challenge to make sure that only appropriate provision was given, but equally appropriate provision was given and that cost did not become a factor in an individual case. It was a challenge for any Local Authority moving forward.

Councillor Mullen asked that of the £1.1b that Robert Jenrick MP had released for Local Government the previous week, whether Mr Ritchie could give the Committee a rough idea as to how much Sunderland could expect to get.

Mr Ritchie advised that it was not included in this report as it had come out after the second quarter budget monitoring report. He advised that £919m was allocated out to Local Authorities and the Council's share was a little over £5.1m. £100m of this was going to be allocated out to support the leisure sector but the Council did not have the detail of how that would come through and therefore he did not know whether Sunderland would get some, or none, or a lot, of the £100m but the headline figure was £5.1m. The total funding which the Council had received in terms of general grant was about £26m at the time being.

Councillor Mullen reported that there was a new Protect Programme which was providing Local Government with additional funding for housing people who would otherwise be homeless. He enquired whether the Council would expect to get more of that and how much the Council had had so far related to homelessness.



Mr Ritchie advised that he was not aware of the announcement which had come out in the last half an hour as he had been in another meeting. He would need to provide a written answer with regards to the funding received to date relating to homelessness schemes, although he was able to advise that the Council had received a couple of hundred thousand pounds in relation to some of the homelessness schemes and he would liaise with Mr Graham Scanlan on the matter as he was the relevant Assistant Director. The Council had not received as much as some of the larger cities because the funding was for actual rough sleepers on the street and Sunderland did not have as many people in these circumstances so had not qualified for some of this funding.

Councillor O'Brien enquired whether there was a cut-off date when the Council was going to rollback the Council Tax Support Scheme in its expanded form as it was at that point in time.

Mr Ritchie advised that the Council had received about £4.2m in funding early on during the COVID-19 pandemic which allowed the Council to give an additional amount of funding up to £150 per person depending on their bill which took them down to a zero bill for the year. He advised that this arrangement was in place for this year, however they did not know what arrangements would be put in place for next year in relation to this additional scheme. The Council's existing Local Council Tax Support Scheme from which about 25,000 working age claimants and about 10,000 pension age people, the figure for which he would check and supply in writing to Councillor O'Brien and the rest of the Committee, would roll forward. However, under the existing scheme everyone was expected to pay something and the minimum amount that people were expected to pay was about 8.5% of the full bill. For some people the expanded scheme took that down to zero percent but next year unless there was an additional set of Government funding it would go back to the Council's core scheme of 8.5%.

Councillor O'Brien asked whether Mr Ritchie expected that the Government might give some funding given the Furlough Scheme had been extended to March 2021.

Mr Ritchie stated that he did not know whether this would happen or not as the nature of Government policy and the associated funding were changing on a daily and weekly basis at the time being. There was no indication that it would at the moment, but that was not to say that something would not be developed in the coming months. Unless there was any additional funding coming forward it would revert back to the Council's existing plan which was approved every couple of years by Full Council and that there were no plans to change this at the minute.

Councillor O'Brien enquired, that given the fact that people might lose their jobs in the coming few months, was the Council going to adopt a more lenient way of collecting its Council Tax. He understood the Council was very proud of getting a 99% payment of Council Tax and he wondered whether given the circumstances and longevity of the pandemic and effect on peoples' finances that it might adopt a more lenient approach.

Mr Ritchie stated that they did pride themselves about being pragmatic about how they collected the Council Tax. In the middle of August they had started to re-issue reminders for amounts that were debts that pre dated COVID. They hadn't actively chased any COVID related debts as they appreciated the position which people were

in. The long-term collection rate that they used for budget planning purposes up until now had been 98.5%. In the report one of the reasons why the Council Tax income from next year was down, was that they had dropped that rate as they had recognised that people would not be able to pay in the way that they would normally hope to. However, they needed to balance that with the fact that the Council Tax at about £100m was a key income source that allowed the Council to deliver Adult Social Care, Environmental Services and all Council services so they couldn't simply turn off the collection. The Council however needed to be realistic about whether people could pay and where people were genuinely struggling, the first priority was to come up with a reasonable payment plan that helped both the Council to collect an income but did not put undue worry on people. There was a piece of work ongoing where people had multiple levels of debt that the Council took that into account. It was pointless, for example, chasing a parking fine at the same time as chasing a Council Tax payment. Council Tax was a greater priority debt if it did go through to the courts. The Ministry of Justice had said earlier that week that courts would continue to operate so the Council would go through that process but at the moment the Council's priority would always be not to go to court but to try to come up with a pragmatic approach. Ultimately if the Council did not collect that income it did have an impact on the services the Council could afford to deliver and so it was about achieving a balance.

Full consideration having been given to the report and there being no further questions, the Chairman thanked the Mr Ritchie for presenting the above reports and it was:-

3. RESOLVED that the Scrutiny Coordinating Committee was satisfied with the budget planning framework and the medium-term financial strategy as set out in the report. The Committee recognised the various spending pressures and Central Government funding uncertainties that existed for the Council and the impact of Covid-19 on all Council services and funding.

The Committee was pleased to note that it would again be consulted on the results of the budget consultation and looked forward to receiving this at a future meeting.

The Committee would also like to put on record its appreciation for the hard work and diligence of officers and members in the budget planning process, particularly in the difficult times that they all found themselves in at present.

### **Scrutiny Committee Work Programmes for 2020-21**

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) attaching, for Members' information, the variations to the 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, briefed the Committee on the report highlighting that paragraph 5 set out the budget to deliver the agreed Scrutiny work programmes, however to date there had been no expenditure.

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

4. RESOLVED that:-

- (a) the variations to the Scrutiny Committee Work Programmes for 2020/21 and to the Scrutiny Co-ordinating Committee's own work programme, be noted; and
- (b) the current expenditure and remaining scrutiny budget for 2020/21, be noted.

### **Notice of Key Decisions**

The Scrutiny and Members' 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 19<sup>th</sup> October, 2020.

(For copy report – see original minutes.)

Mr Nigel Cummings, Scrutiny Officer, advised that if there was anything on which any Member wanted further information to let him know and he would get that for them and circulate it.

Councillor Doyle asked for further information in respect of item no. 201012/521 to approve the introduction of an E-Scooter Pilot Trial.

5. RESOLVED that the Notice of Key Decisions be received and noted and that information be provided in relation to the item detailed above on the Notice of Key Decisions.

The Chairman closed the meeting having thanked everyone for their attendance.

(Signed) P. HUNT,  
Chairman.

**EUROPEAN UNION (EU) – EXIT PLANNING**

**REPORT OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**1. PURPOSE OF THE REPORT**

- 1.1 To provide the Scrutiny Coordinating Committee with an update on the Council's European Union – Exit Planning arrangements.

**2. EUROPEAN UNION (EU) – EXIT PLANNING**

- 2.1 Members will be aware the UK left the EU on 31<sup>st</sup> January this year and as part of the Withdrawal Agreement entered into an 11 month Transition Period – to allow the Government to seek to put in place a Trade Deal.
- 2.2 Officers have continued to track progress with regard to the negotiations and assess the potential risks.
- 2.3 On 17<sup>th</sup> November, an update report was provided to Cabinet on the negotiations, the key risks for the City and Council within the context of Covid-19 and entering the winter period, and the Council's exit planning arrangements.
- 2.4 A copy of the Cabinet report is appended for the Committee's consideration.

**3. RECOMMENDATION**

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

**Contact** Jon Ritchie  
**Officer:** 0191 561 1851  
[jon.ritchie@sunderland.gov.uk](mailto:jon.ritchie@sunderland.gov.uk)

## CABINET MEETING – 17 NOVEMBER 2020

### EXECUTIVE SUMMARY SHEET – PART I

<b>Title of Report:</b>  European Union (EU) - Exit Planning	
<b>Author(s):</b>  Executive Director of Corporate Services	
<b>Purpose of Report:</b>  To provide Cabinet members with an update on the Council's European Union – Exit Planning arrangements.	
<b>Description of Decision:</b>  To note and agree the Council's European Union – Exit Planning arrangements.	
<b>Is the decision consistent with the Budget/Policy Framework?</b>	<b>Yes</b>
<b>Suggested reason(s) for Decision:</b>  To ensure that the Council is prepared to respond to the end of the transition period.	
<b>Alternative options to be considered and recommended to be rejected:</b>  The alternative of not preparing for the end of the transition period was not considered prudent and therefore rejected.	
<b>Impacts analysed:</b>  Equality <input type="checkbox"/> Privacy <input type="checkbox"/> Sustainability <input type="checkbox"/> Crime and Disorder <input type="checkbox"/>	
<b>Is the Decision consistent with the Council's co-operative values?</b>	<b>Yes</b>
<b>Is this a “Key Decision” as defined in the Constitution?</b>	<b>No</b>
<b>Is it included in the 28 day Notice of Decisions?</b>	<b>No</b>

**EUROPEAN UNION (EU) - EXIT PLANNING**

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

**1. Purpose of the Report**

- 1.1 To provide Cabinet with an update on the Council's European Union – Exit Planning arrangements.

**2. Description of Decision (Recommendations)**

- 2.1 To note and agree the Council's European Union – Exit Planning arrangements.

**3. Introduction/Background**

- 3.1 The UK left the EU on 31 January 2020. Under the Withdrawal Agreement with the EU, the UK has until 31 December 2020 ("the Transition Period") to negotiate and implement new trade and customs arrangements with the EU before it leaves the EU Single Market and Customs Union on 1 January 2021.
- 3.2 The Council's planning for the United Kingdom's (UK's) European Union (EU) exit was initiated in September 2019. A risk register was regularly reported to the Chief Officer Group (COG), along with briefings to Portfolio Holders.
- 3.3 Upon the UK leaving the EU on 31 January 2020 these arrangements were stood down until September 2020, pending the development of the UK-EU trade negotiations. At that point, the state of negotiations was to be assessed and the risk assessment updated with a view to any mitigations being required.
- 3.4 Reporting to COG recommenced at its meeting on 8 September. Chief Officers agreed to reinstate the EU exit planning arrangements via regular updates to COG on relevant policy and risk management considerations.
- 3.5 Reviewing past arrangements in the context of the emerging picture of the trade negotiations plus the Covid-19 pandemic, flu and the potential for severe winter weather is part of the Council's preparations for potential impacts arising across winter 2020/21. This is focussing Council activity to respond quickly and appropriately to the evolving situation.

#### **4. UK-EU Trade Negotiations**

*The comments below are based on the position as at 28/10/20.*

- 4.1 The UK and EU originally agreed that a trade deal should be negotiated by 31 October to allow time for ratification by both sides.
- 4.2 The ninth round of EU-UK trade negotiations concluded on 2 October without agreement.
- 4.3 On 3 October the Prime Minister and President of the European Commission agreed that the trade deal negotiations would continue until the end of November if necessary.
- 4.4 UK-EU trade negotiations resumed on 22 October. During this so-called “tunnel phase” the negotiations will take place daily including weekends, unless both sides agree otherwise. Either the chief negotiators or their deputies will also meet every 24 hours and to maintain focus on the negotiations, regular briefings and updates to the press are not planned.

#### **5. Key Policy Considerations**

- 5.1 Membership of the EU Single Market and Customs Union currently enables the frictionless movement (zero tariffs and quotas, harmonisation of product rules and standards, no checks at borders and no customs formalities) of people, goods, services and capital between the UK and EU.
- 5.2 Unless the UK-EU trade deal negotiations are concluded with the inclusion of a new customs agreement between the two parties, the UK will leave the EU Single Market and Customs Union on 1 January 2021 and frictionless trade between the UK and EU will cease.
- 5.3 Currently, delays to UK-EU imports/exports are limited to the availability of capacity on cross-border transport, with logistics companies scheduling haulage arrivals at ports of departure to minimise waiting times.
- 5.4 The Government has acknowledged that, should the UK exit the Transition Period without a customs agreement and associated regulatory frameworks in place with the EU, new UK customs and regulatory paperwork and checks will lead to up to 48 hours delays for UK imports and exports.
- 5.5 The Government considers that delays will be worst for the first two weeks of January 2021 and potentially for up to 3 months. However, the Road Hauliers Association considers that the period for delays could last for longer, potentially up to one year or longer.

- 5.6 The level of imports to the UK from the EU is significant. According to Statistics on UK-EU Trade published by the House of Commons Library in July 2020, in 2019 51% of all UK imports were from the EU. The UK imports 40% of its food. Of this three quarters arrive from the EU, equating to 50,000 tonnes of food arriving from the EU daily. Some goods are almost exclusively supplied from the EU. According to the Government's own estimates, three quarters of the UK's medicines and medical supplies come via the EU and, for example, the Agriculture and Horticulture Development Board reported in February 2019 that 99% of frozen potato products in the UK are imported from the EU.
- 5.7 The UK supply chain industry works on a just in time basis across many sectors including foods, medicines and oil for refining. According to the UK Warehousing Association, there is relatively little large-scale UK warehousing for goods, especially for refrigerated warehouses, with only 380 nationally. Most goods are only warehoused for a short period and capacity is estimated to be at around 90%.

## **6. Concurrent Events**

- 6.1 The potential impacts of the UK leaving the Single Market and Customs Union coincides with the pressures associated with Covid-19, the flu season, winter weather preparations/risks and potential industrial action in French ports. Planning and risk assessments are being undertaken in this context.

## **7.0 Risk Assessment**

- 7.1 In line with normal operations, the Council has in place a range of Business Continuity Plans as the basis for prioritisation and response activity.
- 7.2 In addition, an EU Exit Risk Register is in place. The purpose of the register is to ensure key risks are identified, assessed and managed as far as is possible/practical.
- 7.3 The key issues arising are set out below.
- An overarching risk is the disruption to Council services which would be mitigated by normal Business Continuity planning, that has worked effectively in response to Covid-19. However, a combination of the UK's exit from the EU, Covid-19, flu and adverse winter weather would put an increased strain on services. In a worst-case scenario, the next stage of Business Continuity would be to prioritise from the Critical Functions List to ensure that the most critical services could be maintained.



- The register identifies the potential impact on communities and the provision of help and assistance that will be required to enable residents and communities to support themselves. A coordinated media and public information response are in development targeting specific issues and audiences utilising social media, staff communications, local / national media. The areas where issues may arise include:
  - Potential shortages of food and/or food types (possibly exacerbated by panic buying) and/or price increases. The Council operates a crisis support scheme for people who lack the financial resources for food. In addition, foodbanks provide support to people referred to them, who are in immediate financial crisis and who lack money to buy food. The Council continues to provide a range of support to foodbanks in Sunderland and their customers assisting with food supplies, funding and other resource, e.g. fridge/freezers. At present foodbanks are not reporting any significant stock shortages. Details are being obtained of their own contingency planning, including the planning being undertaken nationally by Trussell Trust, Britain's largest food bank network. They have predicted nationally that there will be a spike in food bank use. Area Hubs will continue to support local communities.
  - Shortages of medicines and medical supplies. The Department of Health & Social Care (DHSC) has asked suppliers to find alternative routes away from the Channel ports and to buffer stocks of medical supplies. DHSC is working with the NHS on centralised stocks. Arrangements are being put in place for individual medicines to be subject to Severe Shortage Protocol (SSP).
- It is recognised that the Council alone cannot mitigate all potential issues and the register identifies the need for city and regional partners to be responsive. For example:
  - As a member of the North East Combined Authority the Council is represented on the North East Local Enterprise Partnership's North East Brexit Group which provides a collective single voice to contribute to and influence the ongoing national dialogue around the UK leaving the EU.
  - The North East COVID-19 Economic Response Group, made up of the North East Local Enterprise Partnership (LEP), CBI, North of Tyne and North East Combined Authorities with the support of industry, has published the ambitious North East Recovery and Renewal Deal which asks Government for £2.8 billion investment. The Response Group recognises *"forces such as the EU exit, which will change our relationship with the EU and the rest of the world, as well as the way in which our businesses trade, invest and operate."*

- Discussions have been held with city partner communications leads to assess the level of preparedness to provide advice and guidance to respond to EU Exit as well as the cumulative impacts of Covid-19 etc.
- There is the potential for a negative impact on the city's economy arising from increased costs, and a possibility of a loss of future business by companies from current sources due to the impact of tariffs and additional process-related costs on overall price-competitiveness. The Government has an ongoing campaign relating to businesses being prepared for the post transition arrangements.
- Across the advanced manufacturing sector, many UK and city companies operate on a just in time logistics basis, either directly or through a third party logistics provider. It is generally the case that manufacturing companies do not carry large volumes of surplus stock due to the costs associated both in terms of purchasing additional stock ahead of time and of associated storage. Many companies are however developing contingency plans, as they have done for previous such deadlines, although some are experiencing difficulty due to the continued uncertainty regarding future arrangements. Discussions are ongoing with companies in relation to particular risks they may face.
- There is the potential for an adverse impact on Council finances arising from increased costs. EU funding will cease and will be replaced by the UK Shared Prosperity Fund. Full details of the new funding scheme are awaited. The 2021/22 budget (revenue and capital) will go to Council for approval in March 2021, following the usual consultation and scrutiny and will reflect any adverse impacts from the UK's exit from the EU.
- On-going analysis of the Council's supply chain risk is being undertaken. Responses from suppliers is varied with some stating that they are currently focused on Covid-19 issues and not EU exit planning. Potential shortages of food (and/or food types) will not only impact on communities but the council will have a particular interest in school meals, care & nursing homes and vulnerable people. The Council's supply chain of frozen food/fruit & veg/groceries are predominately supplied from the EU and may therefore be subject to delays and price increases. The Council is working with NEPO who are currently liaising with suppliers. Early indications are that food suppliers have increased the stock levels where they can and plan to switch to UK products and sourcing from non-EU countries to keep price increases to a minimum.

- The pressure on Council services may be increased if there was a reduction in the availability of care workers or if council employees fail to register for the UK Settlement Scheme. A self-assessment questionnaire produced by the DHSC explores the plans to mitigate the risks to the continuity of services in care settings, arising from the impact of COVID-19 and EU transition. The outcome of the Council assessment gave reasonable assurance as to the availability of care workers and providers in Sunderland. Adult Services has identified a few members of staff, who will need to register for the UK Settlement Scheme and they are being supported to do this.
- Vehicle fuel shortage caused by delays/reductions in supply. The Council has a Fuel Disruption Plan which feeds in to the LRF Fuel Protocol - this focuses on prioritisation of functions within the Critical Functions List. A recent assessment of the adequacy of the Council's fuel reserves concluded that the current diesel capacity is adequate with about 5 weeks usual usage or 12 weeks utilising the Fuel Disruption Plan. Being mindful of adverse winter weather, it was established that there is an adequate supply for gritters as they run on gasoil.
- There remains a risk of an increase in social unrest and protests. The Safer Sunderland Partnership, which includes Northumbria Police and the Council already has arrangements in place to tackle any crime, disorder or anti-social behaviour in the city.

7.4 The risk register is a live document that is regularly reviewed and considered by the Chief Officer Group.

## **8. Reasons for the Decision**

8.1 To ensure that the Council is prepared to respond to the end of the transition period.

## **9. Alternative Options**

9.1 The alternative of not preparing for the end of the transition period was not considered prudent and therefore rejected.

## **10. Impact Analysis**

- (a) **Reduction of Crime and Disorder – Community Cohesion / Social Inclusion** - There remains a risk of an increase in social unrest and protests. The Safer Sunderland Partnership, which includes Northumbria Police and the Council already have arrangements in place to tackle any crime, disorder or anti-social behaviour in the city.

## **11. Other Relevant Considerations / Consultations**

- (i) Financial Implications** – There are no direct financial impacts as a consequence of this report. The wider financial impact of the EU Exit will be taken account of in the Council's Medium-Term Financial Plans and budget monitoring processes.
- (ii) Risk Analysis** – Risk Register is in place and regularly reviewed by Chief Officer Group.

## **12. Background Papers** EU Exit Risk Register

**PERFORMANCE MANAGEMENT UPDATE – QUARTER 2 OF 2020/21**

**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 2020/21
- 1.2 The Assistant Director of Smart City and Chief Officers (or their senior representatives) 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 City, Healthy City and Vibrant City - which are used to organise the council's aims
  - Five 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 for the years 2019-2020 to 2024-2025 and the five-year period 2025-2030
- 2.4 The Corporate Performance Report is aligned to the three key themes of the City Plan (*Dynamic City*, *Healthy City* and *Vibrant 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 2020/21, against a City Plan that spans an eleven-year period through to 2030.

- 2.4 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 CITY

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

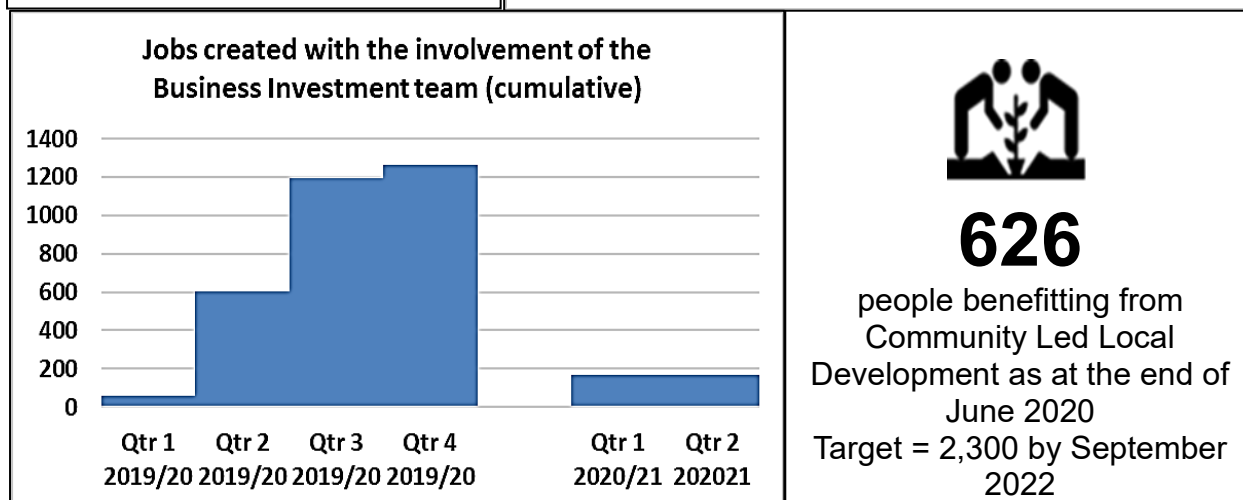
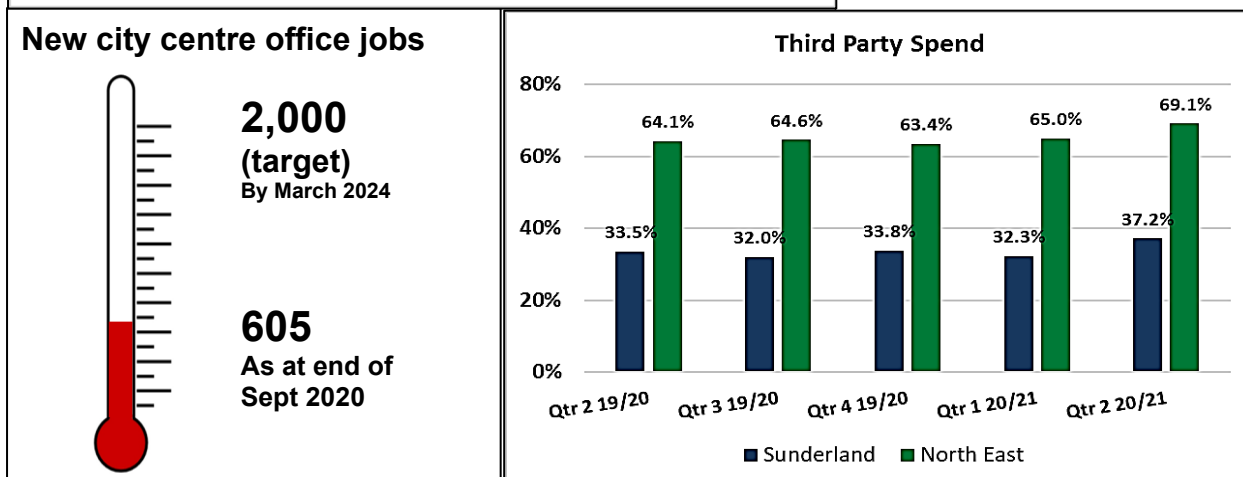
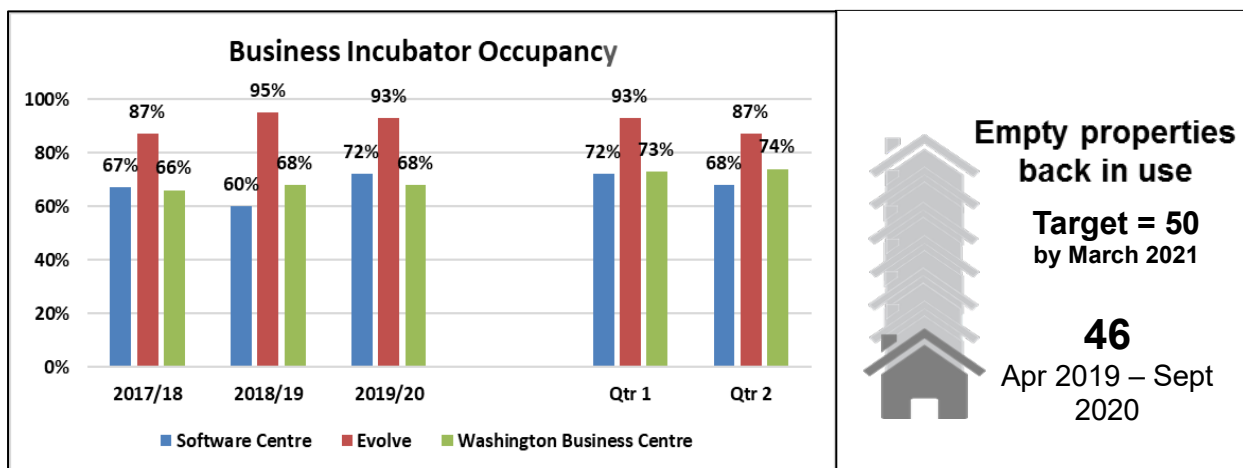


## CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
<b>Employment rate July 2019 – June 2020: 71.8%</b>	NE 71.8%, GB 76.2%	Improving (July 2019- June 2020: 69.7%)
<b>Median wage workers 2019: £526.80</b>	NE £533 GB £586.50	Improving (2015: £482)
<b>Population of the City 2019: 277,705.</b>	N/A	Increasing (2018: 277,417)
<b>People employed in the City Centre 2018: 11,890</b>	N/A	Increasing (2015: 11,874)
<b>Net Internal Migration 2019: -511</b>	N/A	Improving (2015: -630)
<b>New homes-built Qtr.2 2020/21: 110</b>	N/A	Declining (Qtr.2 2019/20: 142)
<b>City Centre new homes Qtr. 2 2020/21: 0</b>	N/A	No change (Qtr.2 2019/20: 0)
<b>Completed affordable homes Qtr.2 2020/21: 8</b>	N/A	Declining (Qtr.2 2019/20: 30)
<b>% Population NVQ Level 4 qualification 2019: 27.4%</b>	NE 31.9% GB 40.3%	Improving (2015: 25.4%)
<b>% of residents with no qualifications 2019: 9.9%</b>	NE 9.4% GB 7.7%	Improving (2015: 10.2%)
<b>GCSE - % achieving a grade 4-9 in Maths &amp; English 2018/19: 58.6%</b>	NE 61.6% England 64.9%	Improving (2017/18 57.3%)
<b>Level 3 (A level &amp; equivalent) attainment by age of 19 in 2018/19: 49.8%</b>	NE 51.2% England 56.9%	Declining (2014/15: 52.5%)
<b>Higher apprenticeships 2018 /19:129</b>	N/A	Improving (2014/15: 65)
<b>% of properties with ultrafast broadband Sept 2020: 63.3%</b>	UK 62.8%	Improving (Sept 2019: 58.1%)

# COUNCIL LED ACTION & PROGRESS

2020/21 Timeline	Status
Sunderland Industrial and Employment Strategy approved	Draft Strategy merged with LA7 COVID Recovery Planning.
50 Empty Homes brought back into use	On track
International Innovation Centre opens on IAMP	Deferred, commandeered as Nightingale Hospital
Roll out of 5G – City Centre	On track





**More and better jobs** – Our focus has been on increasing the number of well-paid jobs in the city through 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. Although the impact of the Coronavirus pandemic cannot yet be seen in the overall employment rate at 71.8% (for the full year of July 2019 to June 2020), the benefit claimant count rose to over 8% after April 2020 - where it remains at the end of September (figures for 2019/2020 were consistently below 5%). Work began in Quarter 1 to administer the Government's Covid-19 business grant programmes, with significant demand from businesses for support in very challenging times. From April to the end of September (when the schemes were closed) over 4,000 payments were made with a value of £45.5m. Alongside this, the Government announced additional business rates reliefs for eligible properties in the Retail, Hospitality and Leisure sectors as well as Nurseries. The Business Rates team have awarded reliefs with a value of almost £42m to 1,528 eligible properties. We continue to ensure that our Council activity supports growth in the local economy where possible. 67% of all Council third party spend was within the regional economy as at the end of Quarter 2 for 2020/21 and £9,698,121 of social value was secured through our procurement projects. Work on an Industrial and Employment Strategy for Sunderland was integrated into the development of the NECA Economic Strategy in late 2019/early 2020. It was agreed that a shared and coordinated focus should be taken across the Combined Authority geography in relation to the strategic approach to economic growth and employment issues. The NECA Economic Strategy was at final draft stage prior to the Covid-19 emergency. Its contents, including priorities and projects, were used to inform plans being taken forward in the recovery phase of the pandemic, at the wider LEP/LA7 level (Durham, Northumberland and Tyne & Wear / NECA and NTCA). The Council continues to engage closely in those discussions on an ongoing basis.

**More and better housing** – Our focus under this City Plan commitment is to enable the delivery of more new homes, including more large family and high-status homes, to help stem outward migration from the city and in turn positively impact on the city's population demographics. This will be achieved through the delivery of key housing sites. Progress has been made on both the Seaburn and Chapelgarth Housing sites. At Seaburn Phase 1 residential development works have commenced and at Chapelgarth the Phase 2 infrastructure planning application has been submitted. Figures previously published for out migration show a slowing from a net of -722 in 2018 to -511 in 2019. At the end of Quarter 2 of 2020/21 there are 537 additional homes in the city compared with Quarter 2 of 2019/20, of which 329 are in council tax bands C-G. Alongside this, we are committed to ensuring that the housing we have is of quality by bringing empty homes back into use, reducing properties with a category 1 hazard and ensuring enough affordable housing. There have been 8 completed affordable homes in Quarter 2 of 2020/21 and we are on track to have 50 homes brought back into use by the end of 2021.

**More local people with better qualifications and skills** – The City Plan sets out the challenge that the qualifications that residents have don't match the needs of industry in the city - with the weekly median wage for Sunderland residents being £29.80 lower than that for workers. Our plans focus on tackling the barriers for those least able to access employment and ensuring that more local people benefit from a stronger economy through initiatives such as Community Local Led Development. The Work Discovery programme for the academic year 2019-2020 was due to conclude in July. Due to the pandemic it was not possible to deliver the full programme, however, prior to the lockdown in March 2020, 2 key sector days were held, 1 of which was for the digital sector (including 7 schools and 91 students) and the other for the construction sector (including 6 schools and 72 students).

**A stronger city centre with more business, housing and cultural opportunities** – The City Plan sets out the challenge that Sunderland City Centre is not functioning as the economic motor of the city. It identified the need to attract new jobs (office jobs in particular) to the city to increase the number of people employed there (at 11,890 in 2018) and for new homes to be built for city centre living. The challenge has been intensified by the COVID-19 pandemic due to the impact of lockdown on city centre businesses in Quarter 1 and a further challenge of operating under social distancing / COVID safe practices in Quarter 2. We have however, continued to make progress on our plans for a range of physical developments with key activity

towards the delivery of key city centre housing sites completed and further progress on the Sunderland Station planning.

**A lower carbon city with greater digital connectivity for all** - Our ambition was to lead the way on digital transformation to make Sunderland a Smart City, and this is now being realised with Sunderland recently announced as *Smart City of the Year 2020*. The Smart Cities Strategy will deliver a range of use cases for smart working and living with high speed and resilient digital connectivity central to our plans. The proportion of Sunderland properties with ultrafast broadband has seen a continuous upward trend, reaching 63.3% at the end of Quarter 2 – slightly above the UK (at 62.8%). 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. The number of transactions fell to 220 transactions in Quarter 1 – most likely impacted by changes in travel brought about by the COVID pandemic. In Quarter 2 transactions have risen to 280, which is above the end of 2019/2020 Quarter 4 figure of 220. We are actively working to become Carbon Neutral as a city by reducing our carbon emissions: creating an energy efficient built environment; developing renewable energy generation and storage; developing low carbon transport modes; growing the city's green economy; reducing consumption and waste; adapting the policies and practices of our organisations; and adapting our behaviours. The Low Carbon Framework for the city and the Council action plan will be place by March 2021.

# HEALTHY CITY

Access to the same opportunities and life chances – more people living healthier longer lives – people enjoying independent lives – cleaner and more attractive city and neighbourhoods – a city with great transport links.



## CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
<b>Healthy Life Expectancy at birth 2016-2018 as at 2018/19:</b> <b>Female: 56.5 yrs.</b> <b>Male: 57.9 yrs.</b>	England 63.9 yrs. NE 59.7 yrs. England 63.4 yrs. NE 59.4 yrs.	Declining (2013-2015: 58.6 yrs.) Declining (2013-2015: 58.8 yrs.)
<b>Women who smoke at time of delivery Qtr. 1 2020/21: 13.4%</b>	England 9.8% NE 13.4%	Improving (Qtr. 1 2019/20: 18.46%)
<b>EYFSP Good level of development 2018/19: 72.6%</b>	England 71.5%, NE 71.5%	Improving (2014/15: 66%)
<b>Teenage pregnancy (under 18 conception rate) rolling year Qtr. 1 2019/20: 29.9</b>	England 16.4, NE 24.1	Declining (Qtr. 1 2018/19: 26.2)
<b>Admission episodes for alcohol-related (Broad) (Persons) 2018/19: 3,197 (per 100,000 pop)</b>	England 2,367, NE 2,927	Declining (2014/15: 2,482)
<b>Smoking prevalence: 2018/19: 16%</b>	England 13.9%, NE 15.3%	Improving (2014/15: 21.5%)
<b>The proportion of adults who are overweight or obese 2018/19: 66%</b>	England 62.3%, NE 64.9%	Improving (2014/15: 70.8%)
<b>Prevalence of overweight (incl. obese) among children in Year 6 2018/19: 39.2%</b>	England 34.3%. NE 37.5%	Improving (2015/16: 39.8%)
<b>% of people that are fairly active / active (Active Lives) 2018/19: 71.3%</b>	England 78.6%, NE 76.2%	Declining (2015/16: 73.3%)
<b>Litter - % of relevant land &amp; highways with deposits that fall below an acceptable level Qtr. 2 2020/21: 0.99%</b>	N/A	Improving (Qtr.2 2019/20: 7.33%)

# COUNCIL LED ACTION & PROGRESS

2020/21 Timeline	Status
Assisted technology testbed delivered	Completed
New school for children with Autism opens	On track
Oral Health Strategy launched	On track

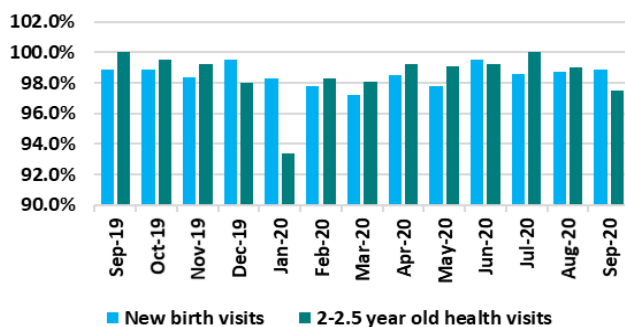
**4,660**

Individuals have taken part in Active Sunderland BIG events in the year to March 2020\*, an increase on the 3,331 seen in the previous year.

\*No active events in 2020/21 due to Coronavirus.



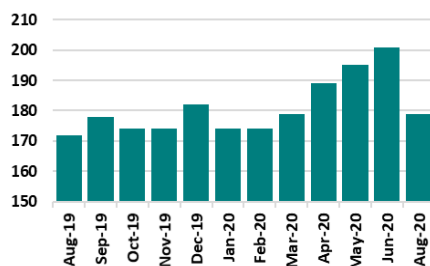
**New birth and 2-2.5 yr old visits**



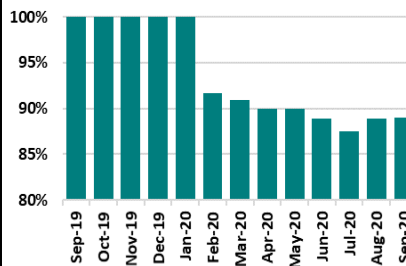
**% smokers setting a quit date who successfully quit at 4 weeks**



**Successful completions - alcohol users (Adults)**



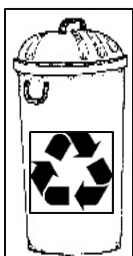
**% successful completions - alcohol users (YDAP)**



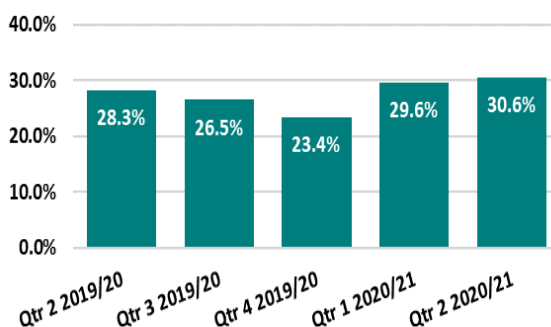
**560** homes with assisted technology supporting independent living as at the end of Quarter 2.



**Target 32% by April 2021**



**Household waste sent for reuse, recycling or composting**



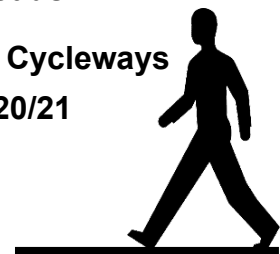
**New adopted roads, footpaths and improved cycleways**

**598m** Footpaths

**535m** Roads

**2,800m** Cycleways

Qtr.2 of 2020/21



**Access to the same 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. During the height of the COVID-19 pandemic in Quarter 1 and following on into Quarter 2 as restrictions began to be lifted, new birth visits and 2.5-year-old checks continued to be carried out in timescale, with the target of 95% met. 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. We know that deprived communities may have experienced more direct and indirect impacts from the COVID-19 pandemic because they already have greater vulnerability and may have had a compromised ability to respond to the extra impact of COVID-19. With the work done in 2019/20, we were ready to support our communities through our Community Hubs. As the pandemic response needs of our residents changed (with those on the shielding list no longer shielding), we have continued to adapt our Community Hub delivery to reflect need, whilst remaining focused on our agreed Neighbourhood Plans.

**More people living healthier longer lives** – One of the key challenges for the city, is that health outcomes in Sunderland are still poor with healthy life expectancy at birth in Sunderland (at 57.9 years for males and 56.5 years for females) lower than the North East and England - and in decline. We know we need to impact on levels of smoking, alcohol consumption, obesity and inactivity and that the COVID-19 pandemic is likely to have impacted on behaviours in relation to these. Our plans continue to focus on areas where we can support people to make healthy choices. Simultaneously, we have sought to increase physical activity with the ambition of Sunderland being recognised as a centre of excellence in sport. In Quarter 2, following a successful bid, plans have been developed for a major sporting event. A stage one bid has been submitted to British Cycling to host the British Triathlon in a year between 2023 and 2030 (application process now paused due to COVID but it is hoped it will restart in spring 2021). A bid is also being submitted to be a host city for the Pre-Games Training Camps in 2022 for the Commonwealth Games. As at the end of Quarter 2, 100% of schools in Sunderland were engaged in the Active Schools Charter. We continue to support and promote healthy choices by our own people through our Employee Wellness Programme.

**People enjoying independent lives** – Although 99% of people 18+ in the city live independently (without social care services) based on mid-year population estimates, we remain committed to ensuring people in the city can enjoy independent lives. With the roll out of the assistive technology in the home offer, following the evaluation of the pilot at the end of 2019/20, 560 homes had the technology by the end of September 2020. Working with our partners, through the Sunderland Falls Group, we aspire to reduce the number of emergency hospital admissions due to falls (in people aged 65+).

**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. With the level of household waste sent for reuse, recycling and composting at 30.6% by the end of Quarter 2, we aim to improve this to 32%, or better, by April 2021. 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, has been maintained at less than 1%. To encourage communities to take greater responsibility for their environment, we are issuing sanctions where appropriate following enforcement investigations. 1,224 enforcement activities were carried out in Quarter 2, an increase on Quarter 1 (at 877). Environmental Enforcement Officers and Neighbourhood Wardens are using all the powers available to them to tackle environmental crime such as littering, dog fouling and fly tipping. In August 2020 a new environmental crime communication campaign was launched.

**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. It is also about having the necessary infrastructure to enable active travel. In 2019/20 funding was confirmed for £27m investment in infrastructure. A feasibility study has now been completed for a pedestrian bridge across the River Wear and a pre-planning application request submitted. The previously constructed Northern Spire Bridge was already an award winner at the end of Quarter 2 and has since achieved the further accolade of

Infosteel Belgian Steel Bridge Award. The Northern Gateway transport infrastructure development has also been an award winner through the North East Institute of Civil Engineers (ICE) Awards. In Quarter 2 there were 598 metres of new adopted footways and 2,800 metres of improved cycleways.

# VIBRANT CITY

More creative and cultural businesses - More residents participating in their communities  
 - More visitors visiting Sunderland and more residents participating in cultural events and activities - More people feel safe in their neighbourhoods and homes - More resilient people.



## CITY CONTEXT

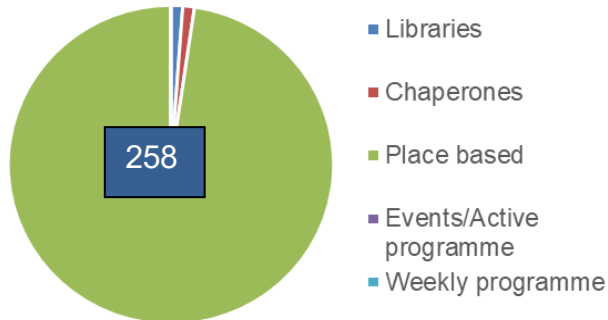
	COMPARATIVE DATA	SUNDERLAND TREND
<b>Number of visitors to the City 2019: 9,490,000</b>	N/A	Improving (2015: 8,001,000)
<b>Overall spend of visitors to the City 2019: £500m</b>	N/A	Improving (2015: £383m)
<b>Crime (recorded incidents): (April – Sept 2020): 14,480</b>	N/A	Improving (April - Sept 2019: 16,163)
<b>Residents feelings of safety (local) Qtr. 4 2019/20: 96%</b>	N/A	No change (Qtr. 4 2018/19: 96%)
<b>The proportion of people who use services who feel safe 2019/20 (provisional): 79.7%</b>	England 70%, NE 74.3%, SN 72.8%	Improving (2017/18: 78.6%)
<b>Out-of-work benefits claimants Sept 2020: 8.3%</b>	N/A	Declining (Sept 2019: 4.9%)
<b>Residents supported by foodbanks Qtr.2 2020: 4,101</b>	N/A	Declining (Qtr. 2 2019: 1,471)
<b>Rate of children looked after (per 10k) Sept 2020: 113.6</b>	England 65, NE 101, SN 103.6	Declining (Sept 2019: 109.4)
<b>Rate of CYP subject to a child protection plan (per 10k) Sept 2020: 73.3</b>	England 43.7, NE 63.1 SN 56.22	Improving (Sept 2019: 79.7)
<b>Rate of Children in Need (per 10k) Sept 2020: 379.8</b>	England 334.2, NE 445.1 SN 436.55	Improving (Sept 2019: 425.4)



# COUNCIL LED ACTION & PROGRESS

2020/21 Timeline	Status
Additional investment in cultural events and venues	On track

Council supported volunteers Qtr 2 2020/21



New Indicator

100%

of retailers in the city to be engaged in the responsible retailers' scheme by March 2025 – scheme commenced.



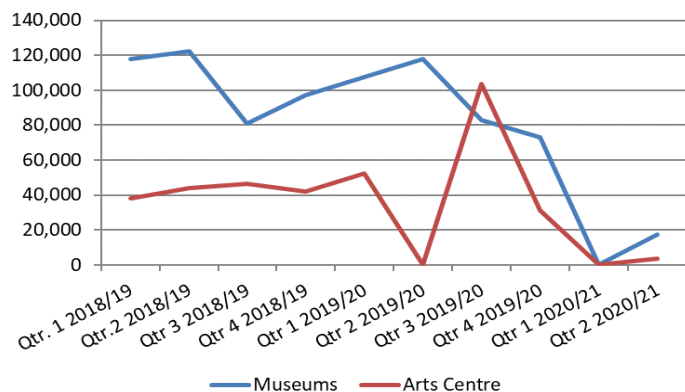
**1**  
**Event**

facilitated by the Council on Council land / in council buildings in 2020/21  
(243 in 2019/20)

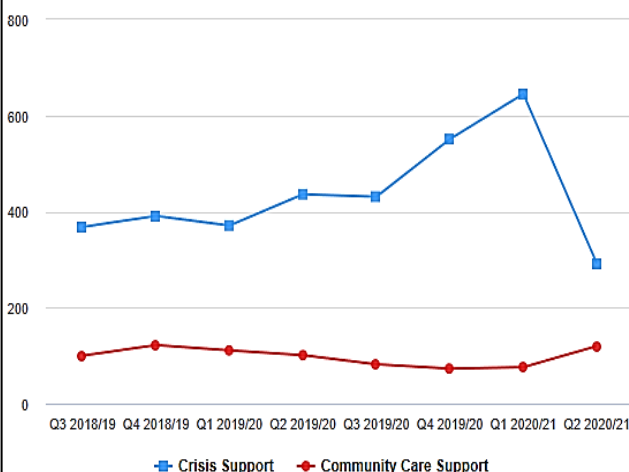
**16** children and young people involved in participation activity in July - Sept 2020.



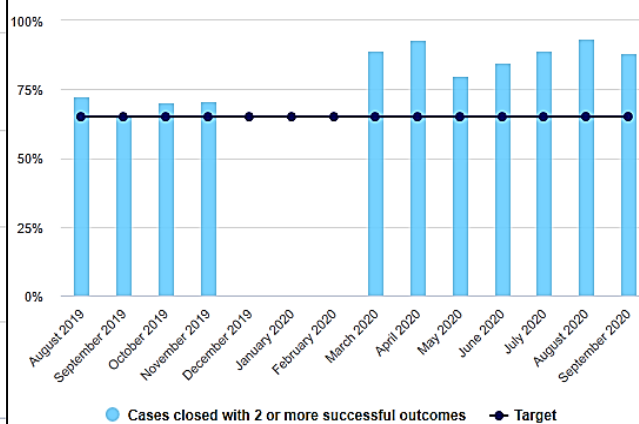
Museum & Arts Centre Visitors



Local Welfare Provision Awards



Early help cases closed with 2 or more successful outcomes



Figures not available December 2019 – February 2020



**More creative and cultural businesses** – To create vibrancy within the city one of the employment target sectors within the City Plan is the creative industries. The aim is to increase both the number and strength of creative and cultural businesses. With the COVID-19 restrictions in place for much of Quarter 1, the focus in Quarter 2 has been primarily on business recovery for those businesses able to re-open, with many cultural and creative businesses remaining closed.

**More residents participating in their communities** – This commitment is about residents, including children and young people, being able to engage with and participate in their communities. In 2019/20 we widened our volunteering opportunities to support more people to volunteer in a more diverse range of volunteering activities. At the end of Quarter 2 there were 556 registered volunteers available for volunteering activity and 258 volunteers were supported by the council to undertake volunteering activity in the Quarter. In January 2020 'Crowdfund Sunderland' was launched enabling people to financially support local projects and causes through an online platform. At the end of Quarter 2, 18 projects have been supported raising £188,734 for Sunderland projects since the launch.

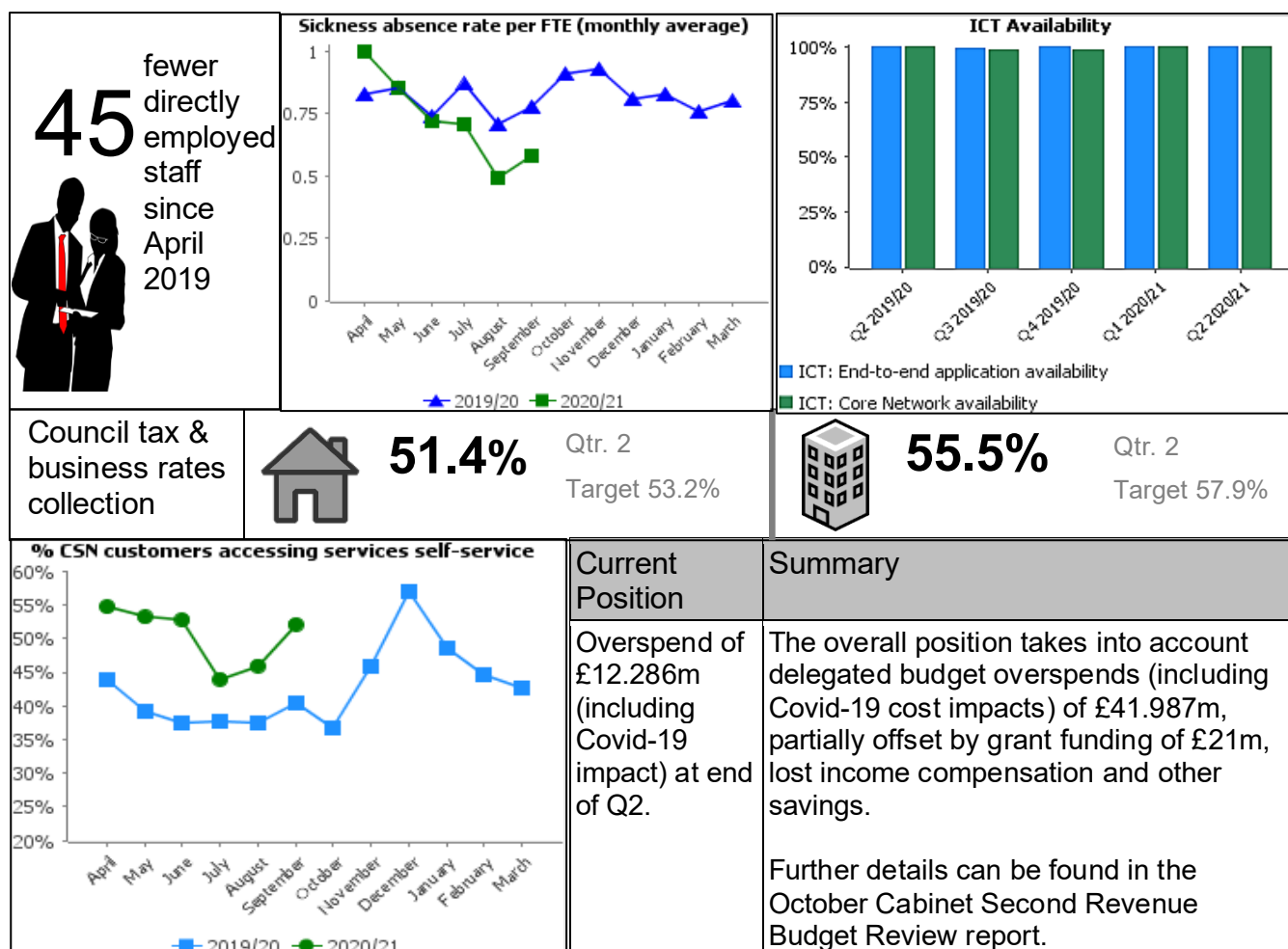
**More visitors visiting Sunderland and more residents participating in cultural events and activities** – Over recent years the number of visitors to the city has shown a continued upward trend. As the Coronavirus pandemic hit the UK in early 2020, however, cultural venues and events were particularly impacted due to the greater challenges of ensuring social distancing and safe delivery. Many remained closed / cancelled after other sectors began recovery. There were 17,201 visitors to the Museum and the Winter Garden in Quarter 2 (F Pit Museum remains closed). The Arts Centre Washington re-opened in September, with 3,349 visitors. There have, however, been ways other than physical visits, for people to enjoy culture, heritage and arts in Quarter 2. There were 1,806 views of Arts Centre Washington online exhibitions and 2,092 views of Museum and Winter Gardens online exhibitions, along with 5,161 views of Sunderland Stories (emerging writers' online monologues). The one event that was able to take place (across several sessions held in line with government guidelines) was the Summer Family Fun event which ran in July and August attracting 392 participants. The Houghton Feast at Home videos (as an alternative offer to the usual event) were viewed more than 34,000 times across Facebook and YouTube channels, reaching more than 78,000 people.

**More people feel safe in their neighbourhoods and homes** – 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 based on the Northumbria Police Survey. The survey was suspended during the COVID 19 restrictions put in place in early 2020, but since resumed and the next results are expected in Quarter 3. Recorded crime for July to September 2020 has reduced when compared with the same period in the previous year. We are committed to disrupting criminal and anti-social behaviour through intervention and enforcement. We have adapted our services to enable targeted delivery in response to commercial, organised and other specialist response to crime, and targeted locality delivery based on data and intelligence. We hope to engage 100% of retailers in the city in our new Responsible Retailers Scheme.

**More resilient people** - We will support families that require early help, where children are subject to Child Protection or are Looked After. The rates for children who require early intervention or who are subject to a Child Protection Plan are reducing, and we are committed to continuing the progress we have made through the delivery of the Together for Children Learning and Improvement Plan. 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. Since the beginning of April to the end of Quarter 2, there have been 5,000 additional new claims for council tax support and housing benefit, with over 2,000 of these claims being eligible for some benefit. In addition to this, thousands of existing claimants reported changes in their individual circumstances which resulted in increased awards. The use of foodbanks more than trebled in Quarter 1 and this high usage continued across Quarter 2 (4,101 residents). Our Community Hubs continue to support our communities in these times of need.

# ORGANISATIONAL HEALTH

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



**Council** – 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. We have enabled more agile and paperless working through the adoption of digital technologies to enhance remote working and all our ICT users are now able to connect remotely. As at the end of Quarter 2, we have deployed 2,513 Windows 10 laptops and have 1,755 active Microsoft Teams Users. We are also investing 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 a new schools admissions portal was released, providing a better customer experience and enabling key data to be shared directly with schools alongside a number of new options/report it facilities on our website in response to Covid such as; the ability to report non-compliance with restrictions, schools reporting suspected and confirmed cases, track and trace collection of data from residents and business grant applications. In Quarter 2, 47% of our

Customer Service Network customers accessed services through self-serve – exceeding the target of 37%.

Directly employed people figures (excluding schools) enables an understanding of how the organisation has changed as the Council has moved to new delivery models and reduced costs. At the end of Quarter 2, there were 45 fewer directly employed staff 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 we responded to the COVID-19 pandemic swiftly to enable our workforce to work from home where-ever possible – and this continued in Quarter 2. Business Rates Collection (at 55.5%) and Council Tax Collection (at 51.4%) are under the expected levels (of 57.9% and 53.2%) reflecting the impact of Covid-19 on our businesses and residents. There were 0 reports to the Information Commissioner's Office by the Council in Quarter 2.

**COMPLIMENTS, COMPLAINTS AND FEEDBACK**

**REPORT OF THE ASSISTANT DIRECTOR 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 Digital and Customer Services, will be in attendance at the meeting to provide Members with information and progress.

**2. BACKGROUND**

- 2.1 The council is committed to listening to those who use its services and learning from complaints and feedback to improve those services.
- 2.2 This report covers Quarter 2 of the financial year (July – September 2020) 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 2020**

## **Introduction**

### **The impact of Covid-19**

During the pandemic we have attempted to handle complaints through our normal processes. Where this has not been possible, priority has been given to complaints that relate to Safeguarding or Social Care.

We have not always been able to meet our usual timescales for response, especially in those cases where complaints involve service areas which have seen officers and resources deployed elsewhere in an effort to ensure the council's vital services remained operational.

There have been also been some cases where complaint investigations have had to be stood down. Customers have been kept informed and have shown patience and understanding of the unique circumstances presented to the council by the pandemic.

This report from the Complaints and Feedback Team covers Q2 (July – September 2020). 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.

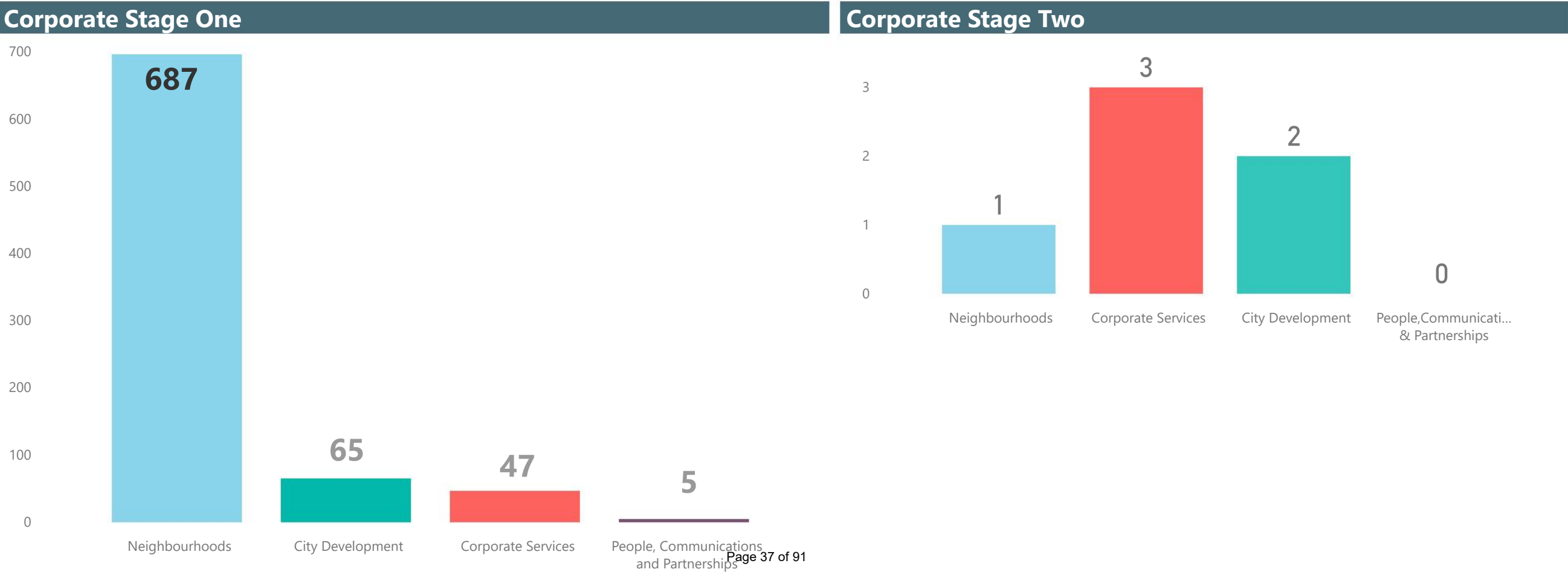
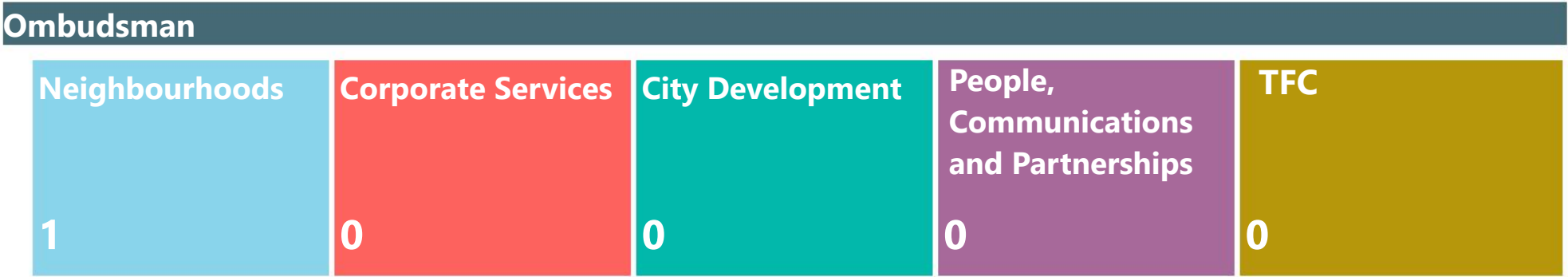
Sunderland Care and Support's report regarding complaints received about its service will be appended to Compliments, Complaints & Feedback report on a quarterly basis.

**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.

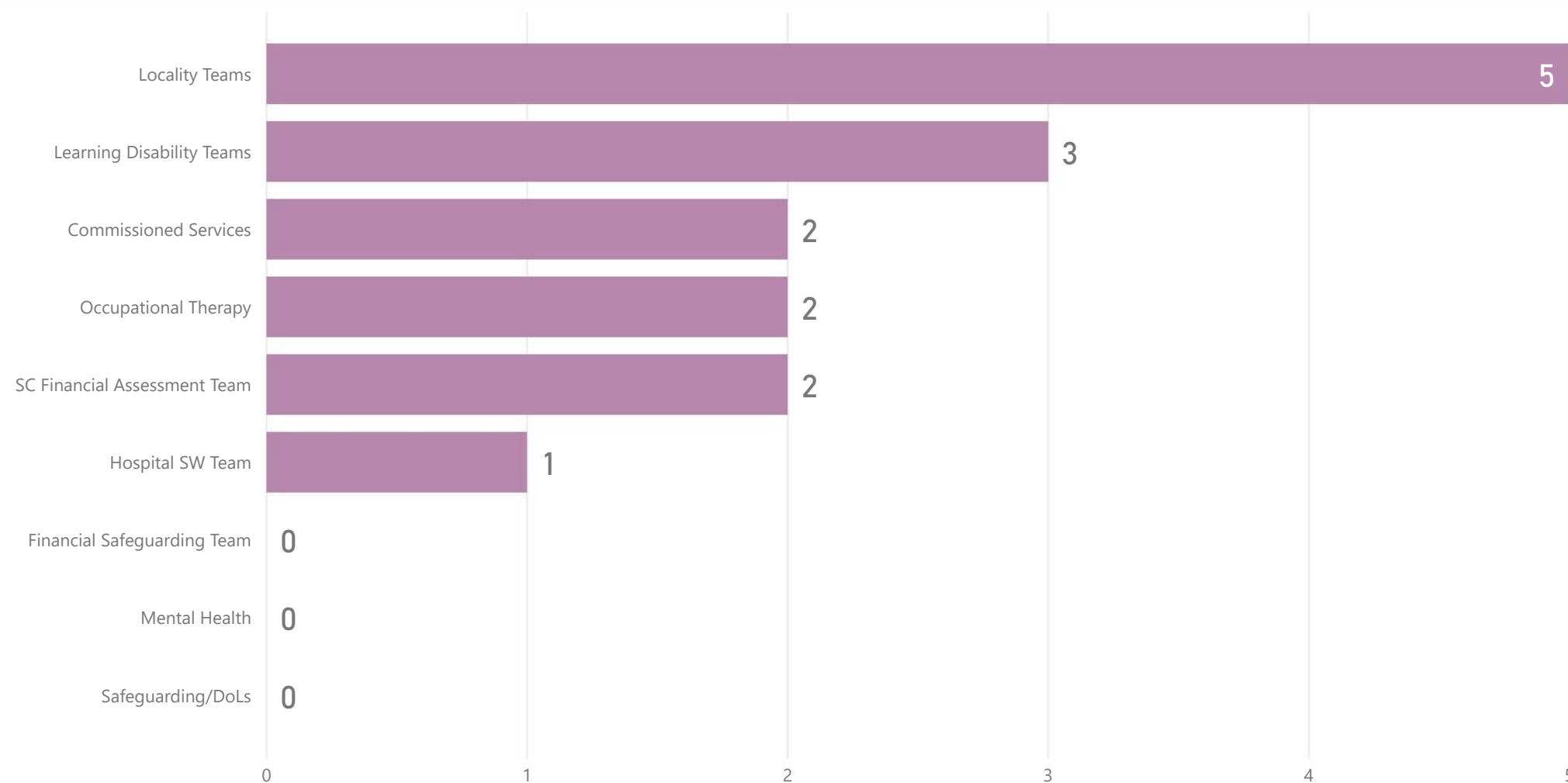
**Part C** of the report includes further information on each service area within separate appendices.

# Complaints Overview



# Complaints Overview

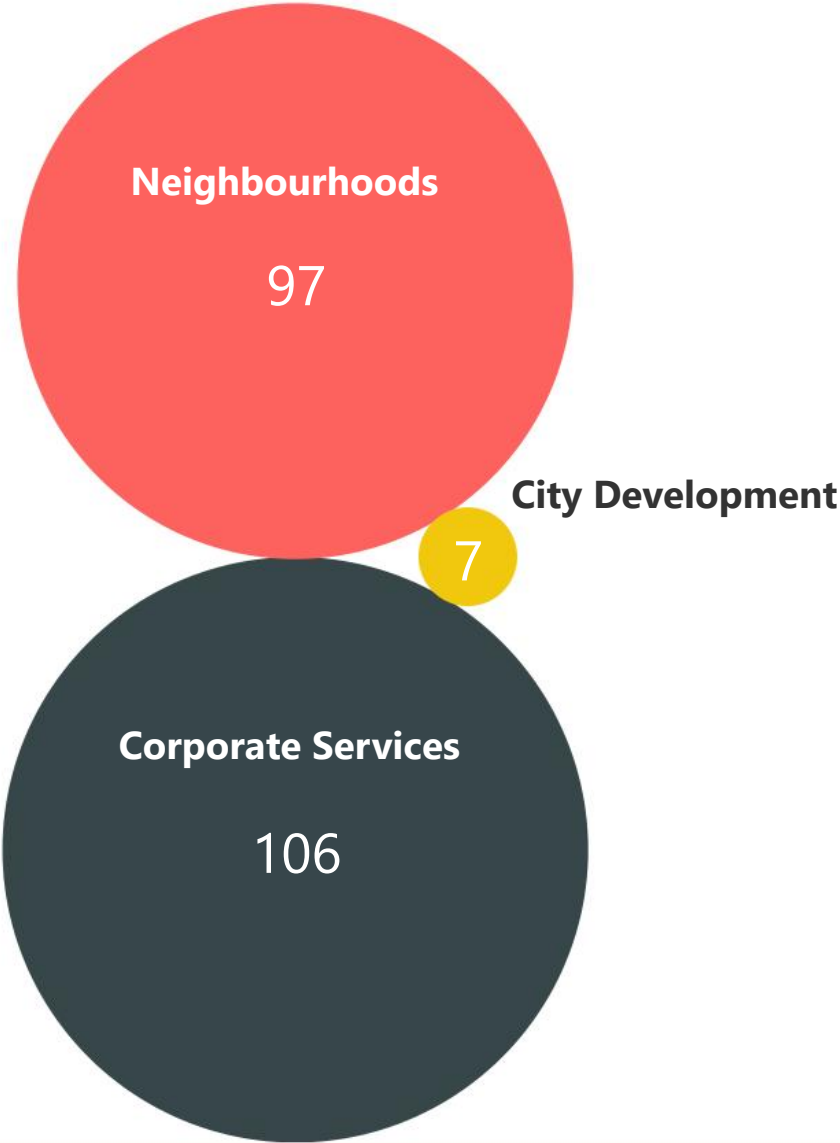
## Neighbourhoods - Adult Statutory Social Care - 15





# Compliments

## Compliments



I just would like to say that the new permit system in place at the Beach Street Household recycling was a good experience. Less waiting time in queues and helpful staff. Please consider implementing this system all the time.

My family's sincere thanks to you and your team, you can be proud of them. The care, expertise, and understanding has been exemplary.

The appointment system for council tips is excellent. Works well for both residents and staff working at the depot. Please retain this system after Covid-19 is over.

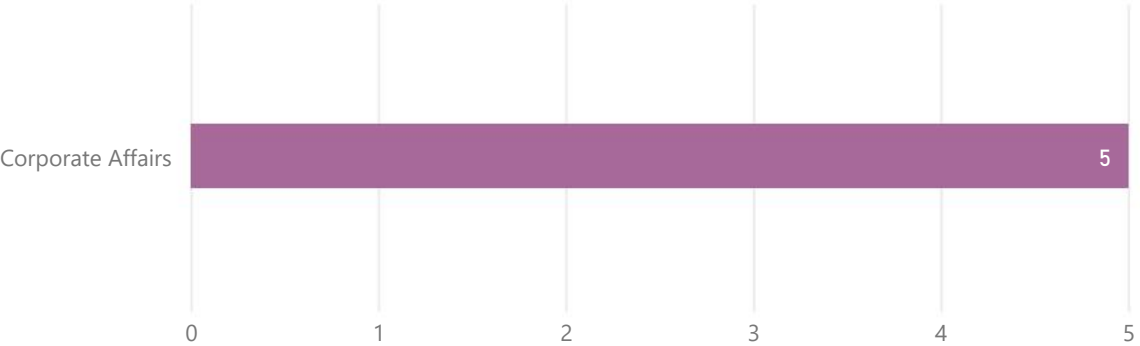
The officer was extremely helpful and kind in dealing with a blue badge application. She went the extra mile. I can't thank her enough and she is a credit to your department.

The Bin collector is very pleasant, always gives a wave and a smile and is helpful. Customer is very grateful.

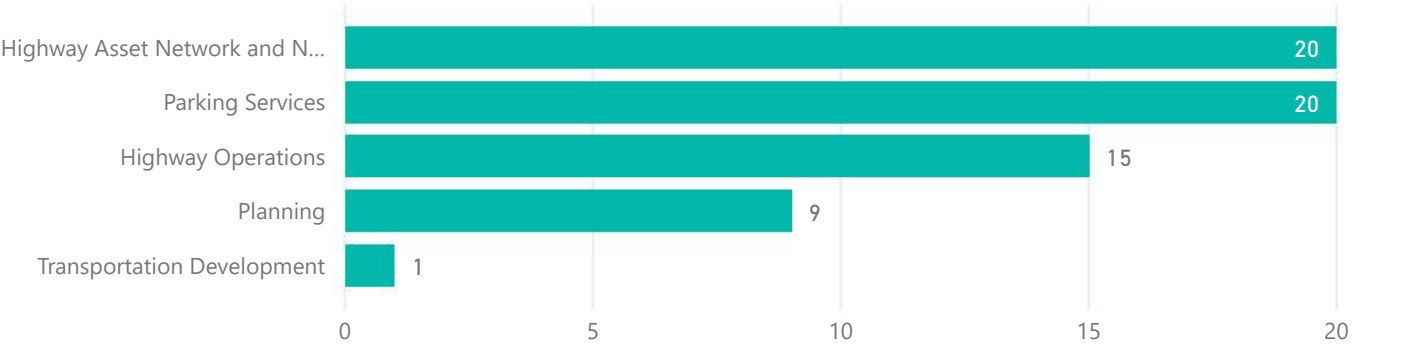
I reported overgrowth of bushes and trees in an area of Washington and would like to say a HUGE thank you to you for getting the issue resolved. The area is now safe to walk and looks 100% clean and tidy. Keep up the good work because the service is excellent

# Corporate Complaints Breakdown for Stage 1

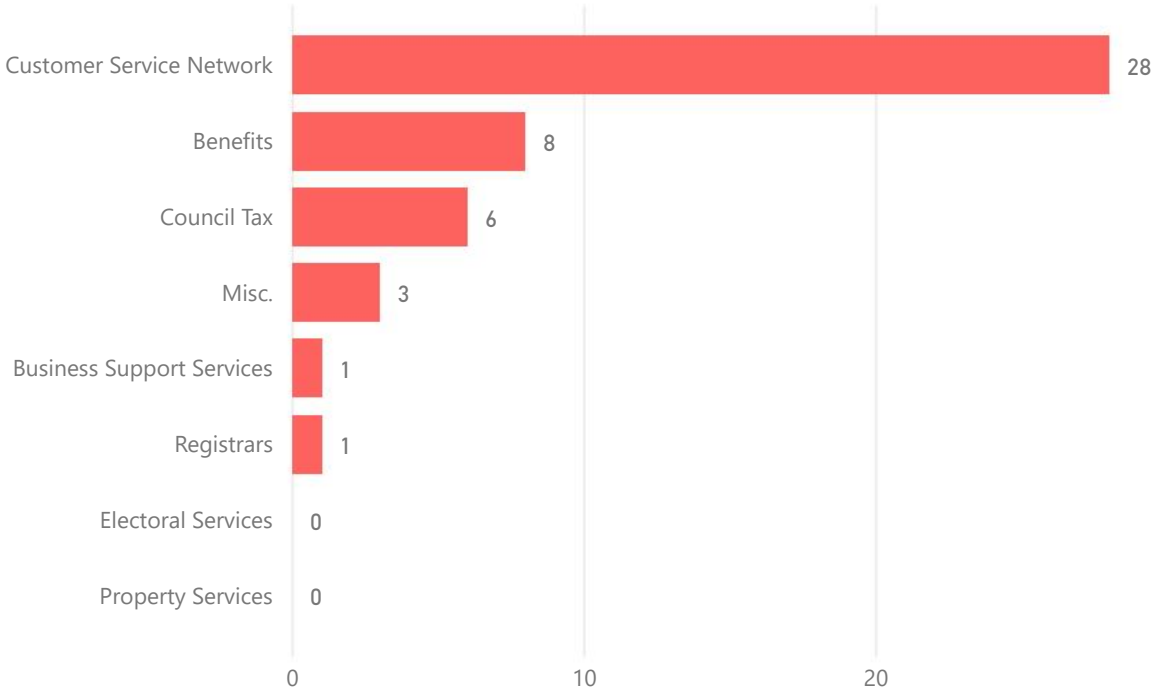
## People, Communications and Partnerships - 5



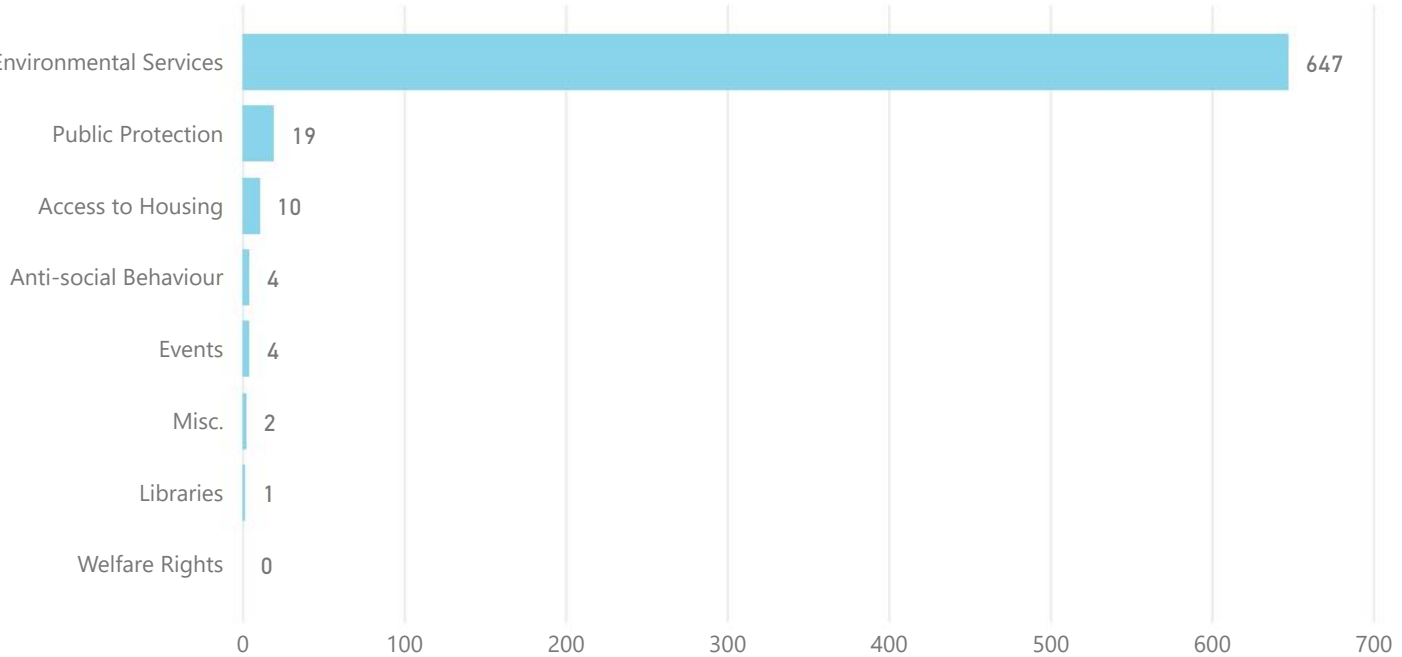
## City Development - 65



## Corporate Services - 47



## Neighbourhoods - 687



## **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.

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

Information on 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 Directorate 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 on 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 on Adult Statutory complaints is attached as **Appendix 4**

### **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 them in Q2 is attached as **Appendix 5**

## **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.

The 6-monthly report from Together for Children is attached as **Appendix 6**

# 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.

	2018-19	2019-2020	2020-21
Q1 -Apr-Jun	126	152	245
Q2 - Jul-Sep	184	176	210
Q3 - Oct-Dec	170	120	
Q4 - Jan-Mar	134	115	
	614	563	455

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

	Q2
Adult Services	24
Council Tax	2
CSN	93
Environmental Health	0
Environmental Services	64
Events	4
Highways / Network Management	7
Housing Benefits	0
Housing Options	9
Libraries	0
Misc.	5
Parking Services	0
Registrars & Bereavement (Incl. Business Support)	2
	210

## Some examples of compliments received in Q2

### Adult Services

Can I pass on my thanks for the work you have done - it was frustrating and without your timely intervention I'm not sure where we would be?

I just wanted to write to you to say thank you very much for everything you did. You have really made a difference to his life. Thank you so much from both of us we really appreciate your help.

My family's sincere thanks to you and your team, you can be proud of them. The care, expertise, knowledge and understanding has been exemplary. Full marks to all!

I would like to say a BIG THANK YOU to Adult Social Services staff who were able to arrange nursing home care for my mother-in-law within an incredibly fast 5 days from first contact to resolution. We will be forever grateful for their professionalism, support and kindness.

### **City Wide Services**

Just wanted to say that we had a great experience at Beach Street Depot, staff were very friendly, and the new permit scheme means you can be in and out in under 10 minutes. Very effective and efficient.

The appointment system for council tips is excellent. Works well for both residents and staff working at the depot. Please retain this system after Covid-19 is over.

### **Council Tax**

I would like to pass on thanks as service received has been amazing. The officer also provided general advice with regards to other things I may be able to claim and helped sort out my arrears

### **Customer Service Network**

The officer was extremely helpful and kind in dealing with a blue badge application. She went the extra mile. I can't thank her enough and she is a credit to your department.

I would like to thank the officer for her excellent customer service. Her attention to detail and customer support was phenomenal.

The lady who helped me on the phone was very helpful and very understanding and made me feel at ease when speaking to her.

I would like to say the service is great and 10 out of 10

Council are handling things well under current circumstances -dealing with the virus and keeping services going

### **Derwent Hill**

We wanted to give some feedback from our fantastic little stay on your camp site a few weeks ago. I was impressed by the fact that you were only allowing a maximum of 28 people at the camp site and hearing how busy the whole of the area was, this was important to us. The facilities are great, the location spot on and just what we needed after being 'cooped up' at home for a few months.

### **Environmental Services – Cleansing and Ground Maintenance**

A massive thank you to the cleansing staff who came to remove the rubbish dumped in the back lane. Thank you again

I reported overgrowth of bushes and trees in an area of Washington and would like to say a HUGE thank you to you for getting the issue resolved. The area is now safe to walk and looks 100% clean and tidy. Keep up the good work because the service is excellent

I visited our Sea Front today, walking from Roker to Seaburn and was very impressed with the cleanliness of the beaches, and the staff who were working there.

**Environmental Services – Refuse**

Happy with how quickly and efficiently the response was and how nice the staff were.

Ordered a black caddy on Wednesday and replacement was delivered and placed in the Bin on Friday.

The Bin collector is very pleasant, always gives a wave and a smile and is helpful. Customer is very grateful.

**Environmental Services – Trees**

A thank you to the team who came to remove trees. They were very efficient and cleaned up after them. Customer very pleased with the work that was carried out.

**Highways**

Thank you for your help in resolving the issue with the main pothole repair. It had made a huge difference to the noise levels in our home. Thank you once again for your help.

Please pass my thanks to everybody involved with my footway crossing application. The office staff and those carrying out the construction were a pleasure to deal with and I am very happy with the work that was carried out.

**Housing Options**

A thank you to the officer for being caring, compassionate and professional

Thank you to the team for getting my accommodation, thank you for everything

**Registrars**

Just to say thank you for making our day so special.

I must thank you for what you did today for us. You pulled out all the stops and went the extra mile on our behalf. Once again thank you.



## Appendix 2

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

There was **1** complaint 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 2018-19</i>	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>
Q1	5	6	4
Q2	10	11	1
Q3	6	6	
Q4	6	15	
	27	38	5

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

	Q1	Q2	Q3	Q4	Total
City Development	2	-			2
Corporate Services	-	-			0
Neighbourhoods (Adult Social Care)	1	1			2
Neighbourhoods (other)	1	-			1
People, Communications & Partnerships	-	-			0
Together for Children	-	-			0
	4	1			5

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			
Corporate Services	-				
Neighbourhoods (Adult Social Care)	2	1	1	0	0
Neighbourhoods (other)	1	1			
People, Comms. & Partnerships	-				
Together for Children	-				
<b>Total</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</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).

## **Complaints closed after initial enquiries in Q2 (0)**

### **Detailed Investigations in Q2 (1)**

#### **Adult Social Care** (Sunderland City Council – 19 020 520)

A complaint about the standard of care received in a care home commissioned by the council.

*Outcome: The Ombudsman discontinued their investigation because legal action has been commenced against the care home by the complainant.*

# 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.

	<i>Number of complaints 2018-19</i>	<i>Number of complaints 2019-20</i>	<b><i>Number of complaints 2020-21</i></b>	<b>% change from same period last year</b>	<b>% responded to within timescale</b>
Q1	1,951	704	<b>636</b>	-9%	95%
Q2	1,389	770	<b>804</b>	+4%	98%
Q3	592	684			
Q4	499	502			
	<b>4,431</b>	<b>2660</b>	<b>1440</b>		

The 804 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>People, Communications &amp; Partnerships</b>	<b>Total</b>
Q1	41	45	541	9	636
<b>Q2</b>	<b>65</b>	<b>47</b>	<b>687</b>	<b>5</b>	<b>804</b>
Q3					
Q4					
	106	92	1228	14	1440

## Neighbourhoods

<b>Service Area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Environmental Services	520	<b>647</b>			1167
Libraries	0	<b>1</b>			1
Access to Housing	2	<b>10</b>			12
Anti-social Behaviour	2	<b>4</b>			6
Welfare Rights	0	<b>0</b>			0
Public Protection	14	<b>19</b>			33
Events	1	<b>4</b>			5
Misc.	2	<b>2</b>			4
	<b>541</b>	<b>687</b>			<b>1228</b>

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.

<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>	419	519			938
Bereavement: <i>maintenance of cemeteries/ crematorium</i>	5	8			13
Street Cleaning: <i>fly tipping/dog bins</i>	61	75			136
Trees, fixed play, trade waste: <i>grass cutting/ tree pruning</i>	20	14			34
Enforcement: <i>Fly tipping/littering/dog fouling</i>	1	8			9
Waste Management: <i>Beach Street Depot – staff attitude/permits</i>	14	23			37
	<b>520</b>	<b>647</b>			<b>1167</b>

## Refuse Complaints

Of the 647 complaints received for Environmental Services, 519 (80%) were about issues to do with refuse collection. This should be viewed in context; in any quarter the council will service approximately 1.6 million containers, therefore this number of complaints represents only 0.03% of activity for this service area.

The table below contains a breakdown of complaints about refuse.

	<i>Number of Complaints for 2018/19</i>	<i>Number of Complaints for 2019/20</i>	<i>Number of Complaints for 2020/21</i>	<i>% change from previous year</i>
Q1	1,606	433	419	-3%
Q2	1,012	464	519	+11%
Q3	358	454		
Q4	253	232		
	3,229	1583	938	

## City Development

<b>Service Area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Planning & Property	3	9			12
Infrastructure & Transport	21	36			57
Parking	17	20			37
	<b>41</b>	<b>65</b>			<b>106</b>

### Infrastructure & Transport

Complaints about this service area were regarding road resurfacing, footway repairs, traffic calming/restrictions and potholes. Complaints regarding Infrastructure and Transport have risen in Q2 from 21 in Q1.

## Corporate Services

Service Area	Q1	Q2	Q3	Q4	Total
Council Tax	7	6			13
Customer Service Network	17	28			45
Benefits	6	8			14
Property Services	4	0			4
Business Support Services	3	1			4
Registrars	5	1			6
Electoral Services	0	0			0
Misc.	3	3			6
	45	47			92

Complaints regarding the Customer Service Network (CSN) make up 60% of complaints made during this quarter. Again, the number of complaints should be viewed in context. The CSN handled 336,493 contacts this quarter; 28 complaints represents a dissatisfaction rate of 0.008%

## 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.

6 Reviews have been concluded in this quarter.

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

Stage 2 Reviews	Number of Reviews 2018/19	Number of Reviews 2019/20	Number of Reviews 2019/20	% responded to within 25-day timescale	% responded to within 65-day timescale
Q1	4	5	3	0%	100%
Q2	8	7	6	67%	33%
Q3	6	8	-		
Q4	6	11	-		
	24	31	9		

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

Directorate	Q1	Q2	Q3	Q4	Total 2020/21	Comparison Figures for previous year 2019-20
City Development	2	2			4	12
Corporate Services	-	3			3	7
Neighbourhoods	-	1			1	12
People, Communications & Partnerships	1	0			1	0
	3	6			9	31

## Outcome of Stage 2 Reviews

Complaint Outcomes	Q1	Q2	Q3	Q4	Total 2020/21	Comparison Figures for previous year 2019-20
Upheld in full	-	-			0	3
Upheld in part	-	3			3	10
Not Upheld	3	3			6	16
Unsubstantiated	-	-			0	0
Not Eligible	-	-			0	1
Withdrawn	-	-			0	1
	3	6			9	31

### Reviews partly upheld in Q2 (3)

**Economic Regeneration** - customer unhappy with the length of time it had taken to sort out issues regarding a rent relief grant.

Outcome - partly upheld

The review concluded that the council had reached the correct decision but that there had been some delay attributable to both parties.

**Housing Benefit** – a complaint that the council had failed to follow the correct procedure in respect of how it processed a Housing Benefit application

Outcome - partly upheld

The review concluded that there had been a procedural error which had resulted in the appeal process not being followed correctly. Ultimately the correct decision was reached, and there had been no significant delay in this being attained. Apologies for the error had already been made to the complainant.

**Planning** – the complainant was unhappy that delegated decision contained a measurement error, along with the initial submitted plans, in respect of neighbour's garden room development

Outcome - partly upheld

There was an error in the delegated report relating to a floor area calculation and this part of the complaint had been upheld with apologies offered. Resubmitted plans included correct dimensions. The review concluded that this was a technical error that had no bearing upon the final decision to grant planning permission and it could find no evidence of any injustice to the complainant.

## Appendix 4: Adult Social Care

The table below shows the number of complaints received together with comparative data for the previous two years. **15** complaints received in Q2 regarding adult social care services.

	<i>Number of complaints 2018-19</i>	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Apr-Jun	14	24	10	-58%	80%
Jul-Sep	38	21	15	-29%	87%
Oct-Dec	18	20	-		
Jan-Mar	23	16	-		
<b>Total</b>	93	81	25		

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 2020/21</b>	<i>Comparison Figures for previous year 2019-20</i>
Actions of worker	3	2			5	21
Assessment Disagreement	-	1			1	10
Care Practice Issues	1	1			2	1
Communication	2	1			3	11
Delay	1	1			2	6
Equipment Issues	-	-			0	2
Finance	-	5			5	13
Lack of Choice	-	-			0	5
Quality Issues	2	2			4	9
Actions of residents					0	2
Lack of help/support	1	2			3	1
	10	15			25	81

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 2020/21</b>	<i>Comparison Figures 2019-20</i>
Mental Health Service	2	-			2	5
Hospital SW Team	1	1			2	6
Learning Disabilities Service	1	3			4	14
SW Locality Teams	4	5			9	23
Occupational Therapy Service	1	2			3	13
Financial Assessment Team	-	2			2	5
Commissioned Services	1	2			3	10
Financial Safeguarding Team	-	-			0	4
Safeguarding Adults/ Deprivation of Liberty	-	-			0	1
	10	15			25	81

## Outcome of complaints

	Q1	Q2	Q3	Q4	Total 2020/21	Comparison Figures for previous year 2019-20
Upheld in full	2	2			4	11
Upheld in part	2	-			2	19
Not Upheld	4	8			12	39
NE/WD/OTH**	1	2			3	5
Ongoing	1	3			4	7
<b>**not eligible/withdrawn/other</b>	<b>10</b>	<b>15</b>			<b>25</b>	<b>81</b>

In Q2 there were 2 complaints (13%) that had some element upheld or partly upheld;

- *A complaint regarding quality issues with a home care provider, namely the irregularity of visits.*

Remedy/Learning Outcomes: The Provider advised of a number of steps it had taken to improve the service they provided to the customer. The customer was happy with the outcome and confirmed the service provided to them had improved.

- *A complaint about an alleged outstanding account from a home care provider*

Remedy/Learning Outcomes: Following receipt of the complaint the Provider undertook a comprehensive review which confirmed errors had been made regarding an outstanding balance. An apology and explanation were provided to the customer.



# Appendix 5:

## Sunderland Care and Support

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

#### SUNDERLAND CARE AND SUPPORT LIMITED (SCAS)

#### COMPLIMENTS & COMPLAINTS Q2 2020-21 (JULY-SEPTEMBER 2020) UPDATE

## 1 PURPOSE OF THE REPORT

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

## 2 RECOMMENDATION

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

## 3 OUR APPROACH

- 3.1 Sunderland Care and Support Limited takes pride in the high-quality services we provide our customers.
- 3.2 We pro-actively welcome both positive and negative feedback from all of our customers and view this as our opportunity to learn and to improve; and recognise that such feedback helps us to corroborate the standard of service our customers receive.
- 3.3 This reporting period has been quite extraordinary given that it covers the end of what is thought to have been the initial peak and the beginnings of a second wave of the Global Covid-19 Pandemic. But despite this unprecedented scenario, the Company has continued to deliver within what have been extremely challenging circumstances, using creative means to ensure that we have supported our customers both in the community and in and out of the hospital pathway.

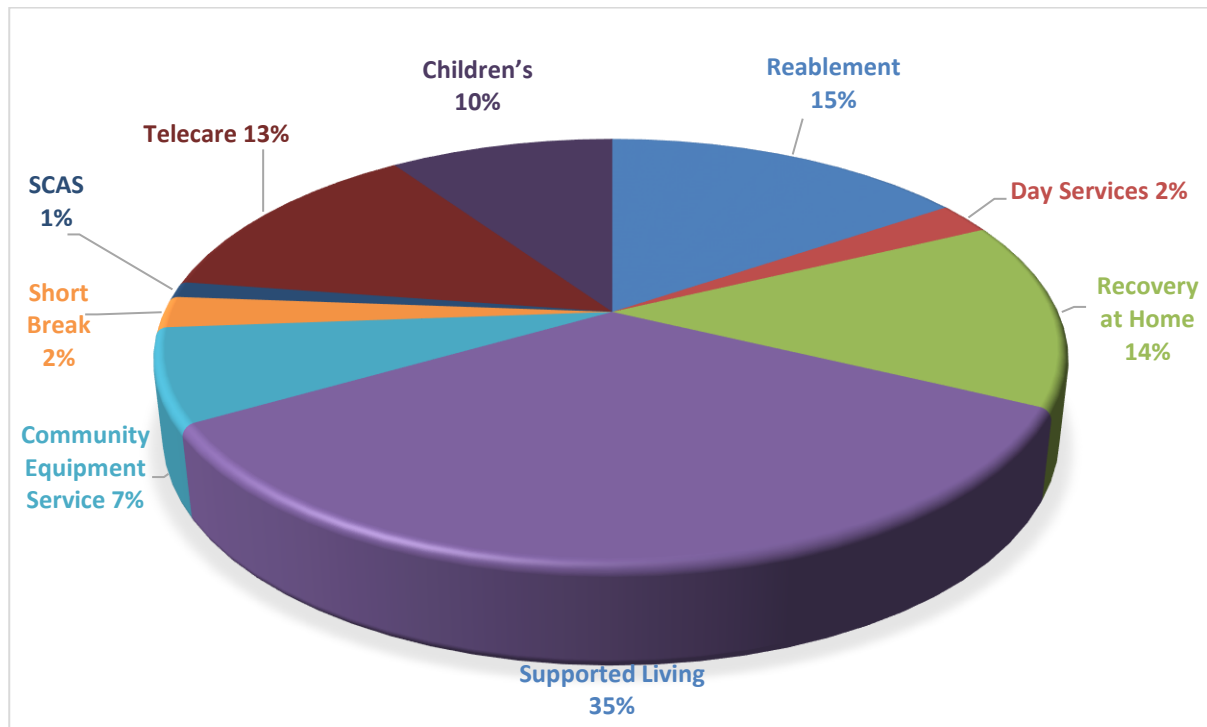
## 4 COMPLIMENTS

- 4.1 It is of note, that despite the pandemic, a total of **84 compliments** were received from **1<sup>st</sup> July to 30<sup>th</sup> September 2020**; only around 3.7% (7) less than were noted over the previous reporting period (91)

4.2 It was also noted that the number of compliments received during the quarter were only 8.7% (8) less overall than had been recorded over the same period in the previous year; and only around 12.7% (12) less than the average (mean) of compliments noted over the previous 12-month period (96).

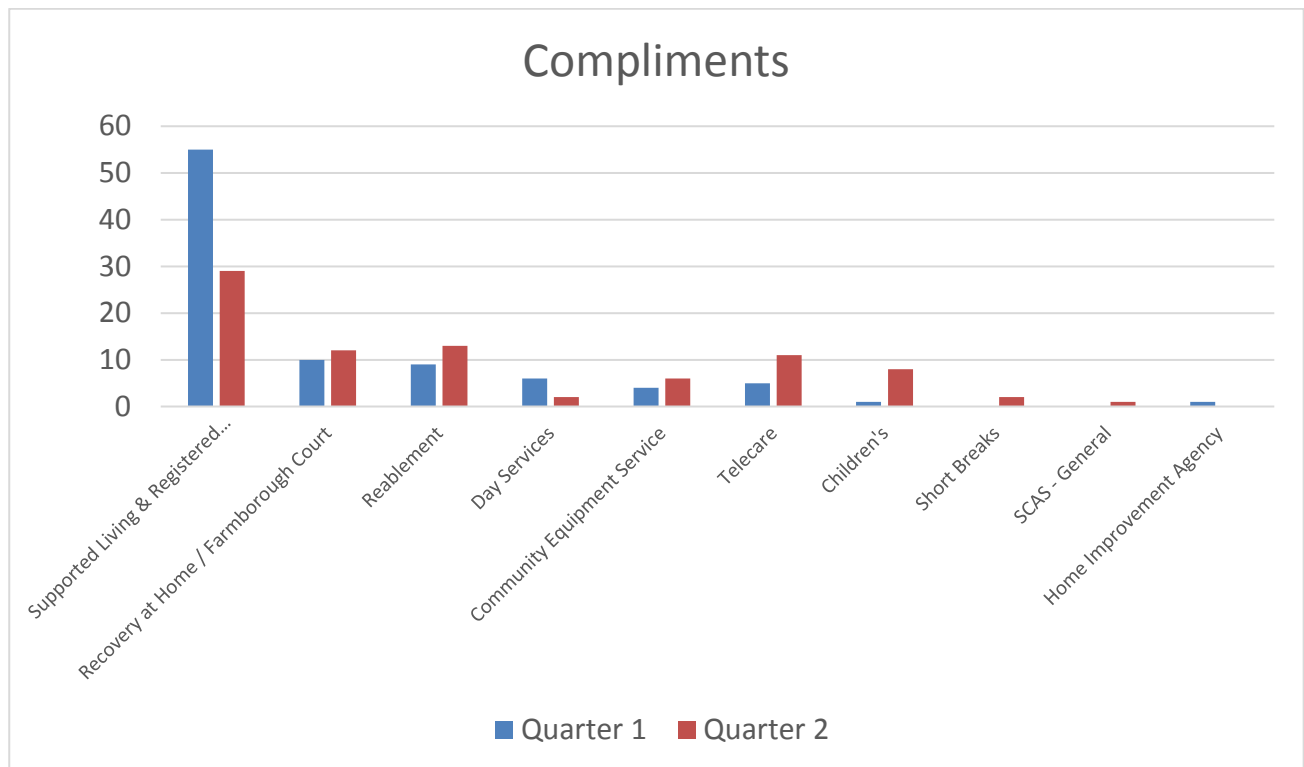
#### 4.3 Quarter 2 Compliments Breakdown - Distribution

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



- **Supported Living & Registered Accommodation:** 29 (35%) – **twenty-six fewer** than the previous quarter
- **Reablement:** 13 (15%) – **four more** than the previous quarter
- **Recovery at Home / Farmborough Court:** 12 (14%) – **two more** than the previous quarter
- **Telecare:** 11 (13%) – **six more** than the previous quarter
- **Children's:** 8 (10%) – **seven more** than the previous quarter
- **Day Services:** 2 (2%) – **four fewer** than the previous quarter
- **Community Equipment Service:** 6 (7%) - **two more** than the previous quarter
- **Short Breaks:** 2 (2%) – **two more** than the previous quarter
- **SCAS - General:** 1 (1%) – **one more** than the previous quarter
- **Home Improvement Agency:** zero (0%) – **one fewer** than the previous quarter

#### 4.4 Q2 Compliments Breakdown - Previous Quarter Comparison



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

It is therefore of significance that our Supported Living & Registered Accommodation services received the most compliments for a second consecutive quarter (despite a near two-fold decrease in the number of compliments received for that Service Area); and that 70% of our Service Areas services saw an increase in compliments received during the quarter.

#### 4.5 Q2 Compliments Breakdown - Synopsis

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

- **Supported Living** – recognition for the dedication of staff during lockdown
- **Recovery at Home / Farnborough Court** – thanks for the 'kindness and care shown' by the team
- **Reablement** – thanks for 'the 5-star service' provided by 'fantastic staff'
- **Day Services** – recognition for the 'amazing' work of staff
- **Community Equipment Service** – recognition of the 'gold standard' of service provision
- **Telecare** – appreciation for the 'wonderful' service' and 'amazing care'
- **Children's** – thanks for the 'kindness and care' of team members
- **Short Breaks** – high praise for the care provided

## 4.6 Customer Satisfaction Consultations

It is of note that our Children's and Supported Living Services received four positive responses from customers and their families via proactive customer satisfaction consultations during the reporting period.

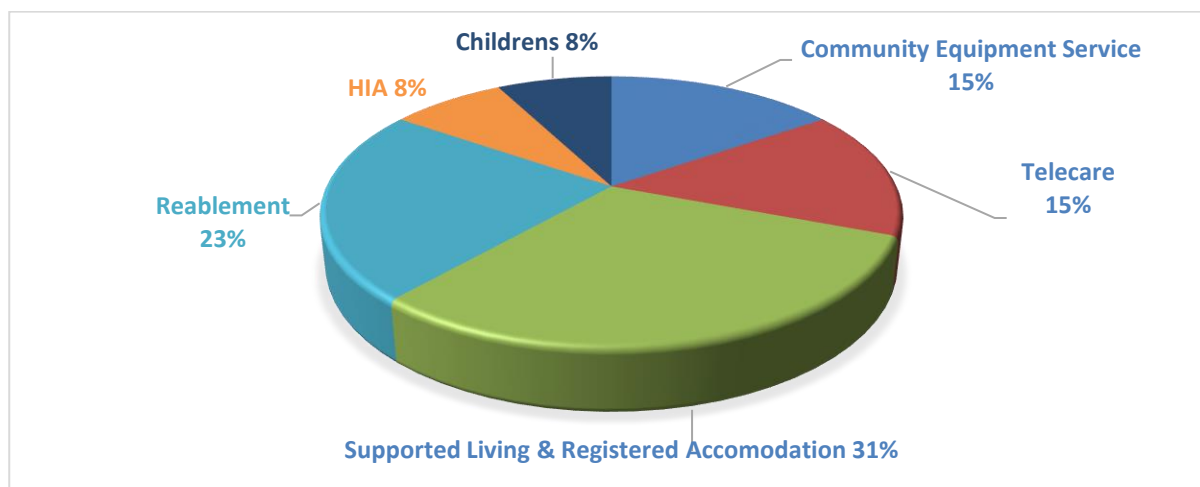
## 5 COMPLAINTS

5.1 It is of note, that despite the Pandemic, only 13 complaints were received by the Company from 1<sup>st</sup> July to 30<sup>th</sup> September 2020, representing a slight 7.7% increase in the number of complaints received vs. figures for the previous period (12).

5.2 Figures for the quarter were also found to represent a near 73% reduction (35 less) in complaints than were recorded over the same period during the previous year (48); and around 28% (5) less than the average (mean) of complaints noted over the previous 12 month period (18)

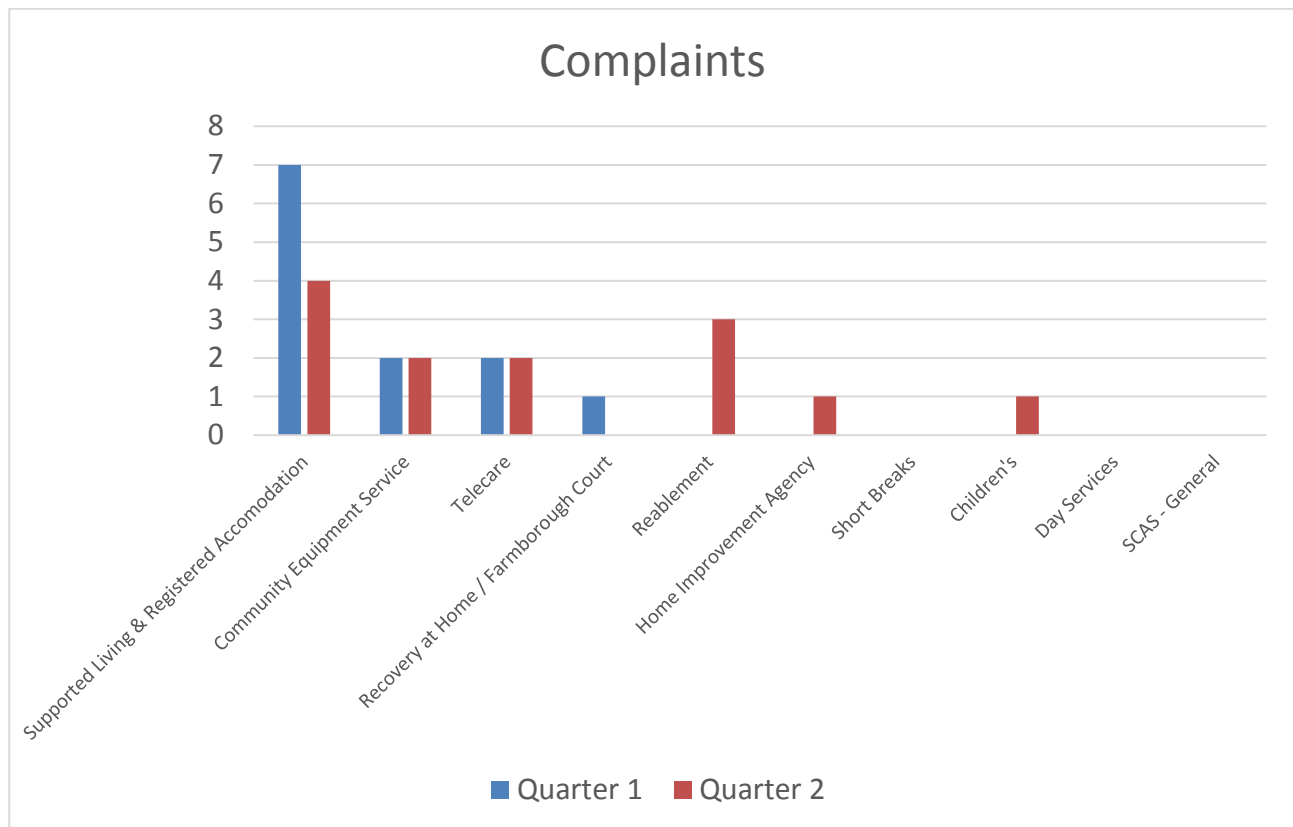
### 5.3 Q2 Complaints Breakdown – Distribution

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



- **Supported Living & Registered Accommodation: 4 (31%)** – **three fewer** than the previous quarter
- **Reablement: 3 (23%)** - **three more** than the previous quarter
- **Community Equipment Service: 2 (15%)** – **no change** from the previous quarter
- **Telecare: 2 (15%)** – **no change** from the previous quarter
- **Home Improvement Agency: 1 (8%)** – **one more** than the previous quarter
- **Children's: 1 (8%)** – **one more** than the previous quarter
- **Recovery at Home / Farmborough: 0 (%)** - **one less** than the previous quarter
- **Short Break: zero** – **no change** from the previous quarter
- **Day Services: zero** - **no change** from the previous quarter
- **SCAS - General: zero** - **no change** from the previous quarter

## 5.4 Q2 Complaints Breakdown - Previous Quarter Comparison



It is of note that around 70% of Service Areas either received zero complaints or significantly fewer complaints than seen during the previous quarter, with only three Service Areas noting a slight increase for the period.

Also of note was that our **Supported Living & Registered Accommodation** services saw nearly a **two-fold decrease** in the number of complaints received.

Our **Recovery at Home Service** saw **zero complaints** during the period (down one from the previous quarter), and the number of complaints received by our **Telecare and Community Equipment Services** were both seen to have remained at the levels reported for the previous period (x2)

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

## 5.5 Q2 Complaints Breakdown - Resolution

Of the complaints received during the period around **61% (x8) were not upheld**, 8% (x1) were upheld in-part, 23% (x3) were upheld in-full and 8% (x1) was in the process of being resolved under our (Step 1) Informal complaints procedures.

There were **no** complaints requiring (Step 2) Formal or (Step 3) External resolution noted during the period.

## **6 COVID-19 REPORTING**

- 6.1 Throughout the reporting period the company have continued to operate within the scope of our Complaints, Comments and Compliments Policy despite experiencing what is thought to be the beginnings of a second wave of the Global Covid-19 Pandemic.

It is of note that our monthly complaints clinics are now held using MS Teams in order to ensure social distancing is observed

**Together for Children  
Customer Feedback Six Month Summary Report  
April 2020- September 2020**



## HIGHLIGHT SUMMARY

### What are our key achievements?

- We have received 140 compliments and 67 messages of positive feedback so far this year from children, young people, families and professionals.
- We have successfully helped 53 customers to receive satisfactory resolutions to their issues or concerns informally, without having to initiate a complaint.
- Overall the number of complaints received so far this year has reduced by 43% with many of our services seeing a decrease in the number of complaints.
- The number of complaints relating to our largest service area, child protection has decreased by 63% when compared with the same period in the previous year.
- We have reduced compensation payments in relation to upheld complaints.
- The amount of compensation being paid out by TfC has reduced as a result of fewer upheld complaints and a reduction in the severity/impact of those upheld situations.

### What are our areas of focus?

- Decreasing the number of non-statutory complaints.
- Continue to improve the timeliness of stage 1 responses to prevent complaints escalating to stage 2.
- Improving stage 2 investigation and adjudication timescales.
- Continue to address the causes of complaints relating to communication/contacts.
- Analysing in more detail, emerging complaint themes.

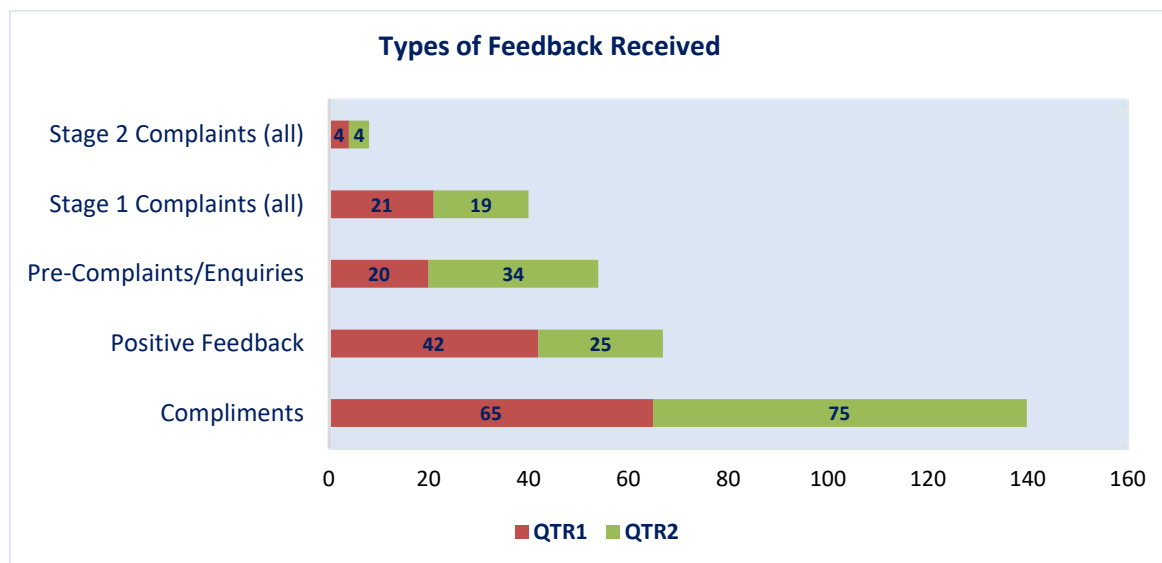


## 1. PURPOSE OF THE REPORT

- 1.1. This report covers the period 1<sup>st</sup> April to 30<sup>th</sup> September 2020. 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 & POSITIVE FEEDBACK

- 3.1. We have received 140 compliments and 67 positive feedback comments in the last six months from children and young people, parents and other family members, foster carers, external professionals and staff within TfC. *(TfC define compliments as a comment that praises the actions of an individual or a team and positive feedback as comments that are more in depth, detailed or specific; relating to an activity or an event).*
- 3.2. Compliments are communicated to workers and management structures of the relevant teams and is used to congratulate workers and teams and to inform service developments and best practice. Compliments are also shared more widely with the Senior Management Team and 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

- “Just a quick email to say how wonderfully helpful our business support, XXX has been during the current situation we have found ourselves in with Covid 19. I have been under pressure to get court stuff in, cases transferred etc and she has went above and beyond, even keen to help on her days off. All too often we hear of when things haven’t went right, but XXX is an example of when people have went the extra mile and this has been a real support not only to me, but also the team”.

### Cared for Children Service

- “I have been working with social worker, XXX since December 2019 with the E/H family. I would like to pass on some positive feedback for XXX. XXX has been a pleasure to work with and my work with her is exactly how joined up working should be. She shares information timely and is always contactable, this has ensured

this family have the support they need. I have observed XXX to have built positive working relationships with both XXXX (mum) and I know from their feedback that they have appreciated all of her hard work”.

#### **Child Protection Service**

- “We first met XXX on the (date) when the children were placed with us, she has always been available for advice, help and as we entered this uncertain times her help has been invaluable. She has kept in touch to check on the children and has gone by far above and beyond what anyone could expect. We wanted to contact you, cause at this time we are thanking nhs workers and felt we had to say a huge Thank you, for having someone doing her job in such a caring way. Both me and XXXX come from a corporate background and always found only time anyone contacted us was to complain. I worked in payroll for a large company for 16 years and had two "thank yous". Sometimes that's all we get in our job, so we wanted to email you to say how much XXX has helped us. The kids have an amazing amazing social worker!! “.

#### **Fostering Service**

- “I am completing the above FCR paperwork and currently going through my notes. I just wanted to share with you both that they were VERY complimentary of TfC. They reported a very good professional working relationship with XXX and the children’s current SW which they feel is very important for positive outcomes. They feel TfC has gone from strength to strength and are particularly enjoying the varied training on offer, XXX was very impressed with the Solihull training reporting that XXXX and XXXXX were amazing. Just thought it would be nice to share. 😊“.

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

- “Hi (Team Manager) it is a little late and I should have sent you this before the lock down. I was in a ICPC meeting with XXX who was the Chair and it was one of the best Signs of safety meeting I had attended. It was quick, efficient and also extremely well managed. I hope you are well and hope you don't mind me emailing you but it is so good to attend meetings that are well managed. Keep well and safe”.

#### **Early Help**

- “Just wanted to drop a quick email to let you know of a conversation I had today with the mum of the above children, EH worker is XXX. It was such a refreshing call to hear how positive the mum is finding the support she is receiving from XXX. We frequently hear from families how professionals from an array of agencies, including social services, are not listening or supporting them. This was the complete opposite with XXX, she was described as, ‘absolutely brilliant,’ and the mum feels she can tell XXX anything”.

#### **Children’s Homes**

- “Just want to say a big thank you for all your support throughout the time XXX has been in the care of (Children’s Home). He has returned to his father’s care with the support of all the staff behind him through these very difficult times. He is doing really well and is so happy. Once again just a big thank you for your continued support with everything”.

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

- “I would like to thank you and XXX on behalf of Sunderland Home Grown CIC and the community which has benefited from XXX volunteering with us. He has provided a delivery service to the local community in Sunderland which without him being on site we would have found very difficult to do. As we work with predominantly with adults with disabilities and the more older community most of our customers have been given 12 weeks isolation. The opportunity to do deliveries has been greatly appreciated from all involved. This has made a huge contribution to many peoples good mental health in this very trying times. We have maintained all health and safety requirements throughout this period and continually monitor the current situation with Government guidelines. XXX continues to make a great contribution while we have lock down for the most vulnerable in the community. Thank you so much and I understand you will want him back at some point. I look forward to when everything is back to normal and you can visit us again, kettle will be on”.

#### SEND Service

- “Hi there.. Just wanted to say Thank you for your help in gaining the ehcp for XXX. It is much appreciated the time and effort that was put in by yourself and colleagues during this testing time. I am grateful and excited about what lies ahead for XXX and his chances to achieve and prosper and thrive within the school setting”.

#### Connexions Service

- “The work XXX has been doing to support the careers provision here at Washington Academy has been outstanding. As a new Careers Leader her input has been invaluable. XXX has been in constant contact with our targeted students which has enabled me complete our intended destinations quickly despite the current pandemic. I am certain that XXX has gone above and beyond her usual job role and hours to make sure we have everything we need”.

#### Children with Disabilities Service

- “To XXX, You have made such a difference in our lives. We will always be grateful. Your support & help kept our heads above water. Good luck for the future, Love XXXX and XXXXX”.

## 4. PRE-COMPLAINTS & ENQUIRIES

- 4.1. Pre-complaints are where enquiries, issues and or concerns presented by individuals are dealt with through informal resolution. Whilst customers are provided with information about the complaints process and their rights to complain, we aim to achieve informal resolution where appropriate and when in the best interests of customers. The table below shows the pre-complaint data for quarters one and two:

Pre-Complaints & Enquiries	Q1 (Apr – Jun)	Q2 (Jul – Sep)	Total	
Number Received	20	34	54	↓
Percentage resolved as Pre-Complaint or Enquiry	95%	100%	98.1%	↑
Percentage Escalated to Stage 1	5%	0%	1.9%	↑

- 4.2. We received 54 pre-complaints in the last six months. Through responding to issues or concerns at the outset, we have helped 53 of our customers to receive satisfactory resolutions informally with just 1 (1.9%) escalating to a formal stage one complaint. Overall, the number of customers contacting the service with pre-complaint enquiries has decreased by 23 when compared to the first six months of the previous year and the percentage of those customers who have received a satisfactory response through the pre-complaints process has increased by almost 5%.

## 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 the appropriate Team Manager. The service must respond within 10 working days, however an extension up to 20 working days can be requested for more complex cases.
  - **Stage Two** – on receipt of the response to their stage one complaint, complainants have 20 working days to request their complaint is progressed to stage two if they are unhappy with the initial outcome. At this stage, an Investigating Officer will be appointed to investigate the complaint and it can take up to 65 working days to complete.

- **Stage Three** – if the complainant 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 Complainant 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 Non-Statutory Complaints Procedure which consists of two formal stages. Non-statutory 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:

Complaints Stage	Q1 (Apr – Jun)	Q2 (Jul – Sep)	Total	
<b>Statutory:</b>				
Stage One	18	10	28	↓
Stage Two	4	2	6	↓
Stage Three	1	2	3	↑
<b>Non-Statutory:</b>				
Stage One	3	9	12	↑
Stage Two	0	2	2	↑
<b>Total</b>	<b>26</b>	<b>25</b>	<b>51</b>	↓

- 6.2. Overall in the first six months of the year we received 51 complaints compared with 90 in the first six months of 2019-20 which shows a decrease of 43.3%. 37 were statutory complaints and 14 were non-statutory.
- 6.3. We received 40 statutory stage one complaints compared with 72 in the same period of 2019-20 which shows a decrease of 44.4%.
- 6.4. 16 stage two complaints were received in the first six months of 2019-20 compared with eight this year which shows a decrease of 50%. Two statutory complaints progressed to stage three in 2019-20 compared with three this year.

### Number of Complaints by Young People:

- 6.5. The table below shows the number of complaints from young people received in the first six months of 2020/21 at each stage of the complaints process. There were two complaints received in total which is five less than the same period in the previous year.

Complaint Stage	Q1	Q2	Total	
Stage One (all)	1	1	2	↓
Stage Two (all)	0	0	0	↓
Stage Three	0	0	0	→
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	↓

## 7. STAGE ONE COMPLAINTS

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

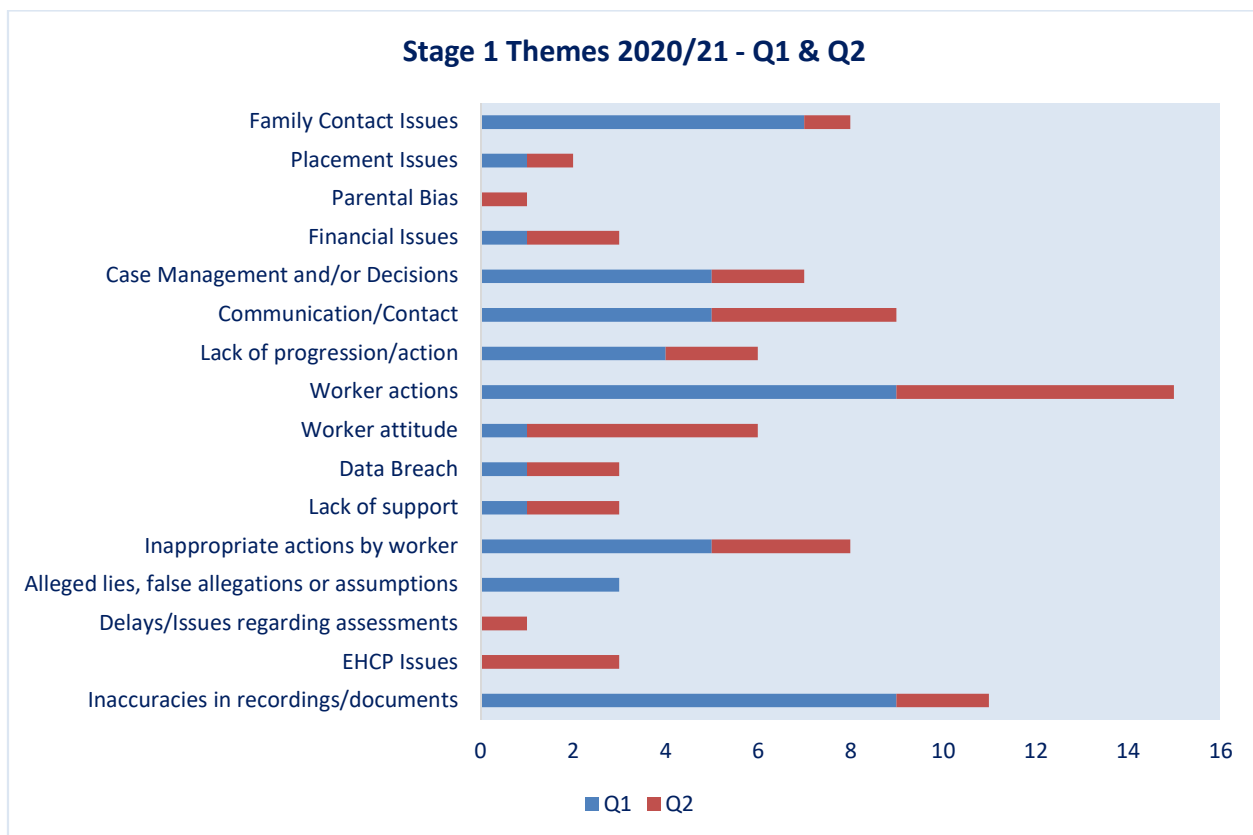
TEAM	Qtr1	Qtr2	Total	
Supported Lodgings	0	1	1	↑ (+1)

TEAM	Qtr1	Qtr2	Total	
Connected Carers	1	0	1	↑ (+1)
Adoption Service	0	1	1	↑ (+1)
Assessment Service	6	5	11	↑ (+1)
Child Protection Service	6	6	12	↓ (-20)
Early Help Service	2	1	3	↑ (+2)
ICRT Service	2	0	2	↓ (-1)
Cared for and Permanence Service	1	0	1	↓ (-11)
Next Steps Service	1	1	2	↓ (-3)
SEND Service	1	2	3	↓ (-3)
Assessment Service and IRO Service	0	1	1	↑ (+1)
Assessment Service, Child Protection Service and ICRT	1	0	1	↑ (+1)
Early Help Service & Education	0	1	1	↑ (+1)
Children with Disabilities Service	0	0	0	↓ (-2)
Fostering Service	0	0	0	↓ (-2)
<b>TOTAL</b>	<b>21</b>	<b>19</b>	<b>40</b>	<b>↓ (-32)</b>

- 7.2. 30% of stage one complaints received in the first six months of this year relate to the child protection services. This is to be expected as child protection is the largest service area and due to the nature of work carried out within this service. There has however been a 62.5% decrease in the number of complaints relating to this service from 32 to 12 when compared with the same period in the previous year.
- 7.3. 27.5% of complaints received in the first six months relate to the assessment service equating to 11 which is an increase of one compared with the previous year. The number of complaints received in the Cared for & Permanence service has significantly decreased from 12 to 1 (91.7% decrease) when compared with the previous year and SEND (non-statutory) complaints have halved from six to three.

#### 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 worker actions, inaccuracies in recordings, and communication issues make up the top three themes across the first two quarters of 2020-21. This shows a slight difference when compared to the top three themes in the previous year (communication, lack of progression or action and actions taken by workers).
- 7.6. The number of complaints relating to worker actions are in line with number received the previous year, showing a slight increase from 14 to 15. This has now become the top theme at stage 1. The number of complaints relating to inaccuracies in recordings has increased from 8 to 11 when compared with the first six months of the previous year and this now appears in the top three themes, in position two.
- 7.7. Complaints relating to communication issues has shifted from being the top theme in the previous year to the third highest theme so far in 2020/21. The number of complaints regarding communication issues has reduced significantly with an 81% decrease. Complaints relating to lack of progression or action has also seen a significant decrease of 77.8% and has slipped out of the top three themes.
- 7.8. The reduction in the number of complaints overall together with a notable shift in the top three themes demonstrates the positive impact of learning from complaints and proactivity addressing emerging themes. In addition, having a stable workforce across all teams is allowing stronger and more trusting relationships to develop between families and their workers which is contributing to an overall reduction in complaint numbers.

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

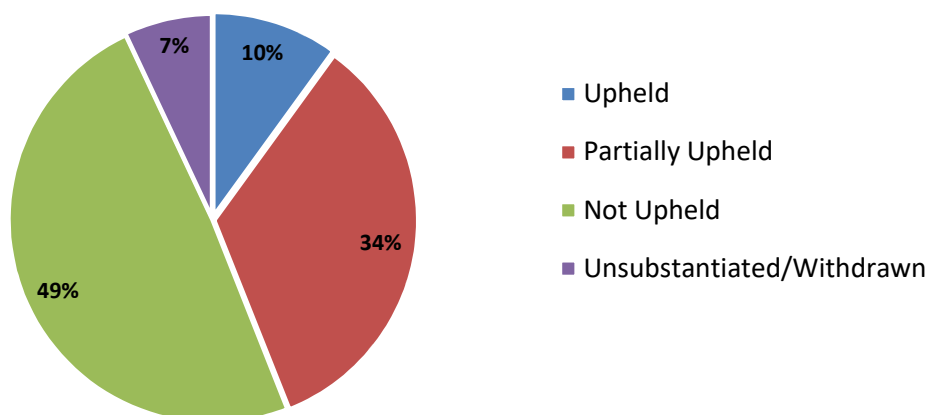
- 7.9. In the first six months of 2019-20, the response time to statutory stage one complaints has increased to 54.8% responded to in timescale from 46.8% when compared to the same period in the previous year. The response time to non-statutory complaints in timescale has increased from 0% to 55.6% when compared to last year.
- 7.10. Quarter one saw the largest increase with statutory response times increasing by almost 17% and non-statutory increasing by 100%. Quarter two however has seen a reduction in timeliness to 38.5% for statutory complaints.

Complaint Stage	% of stage 1 complaints responded to in timescale		
	Q1	Q2	YTD

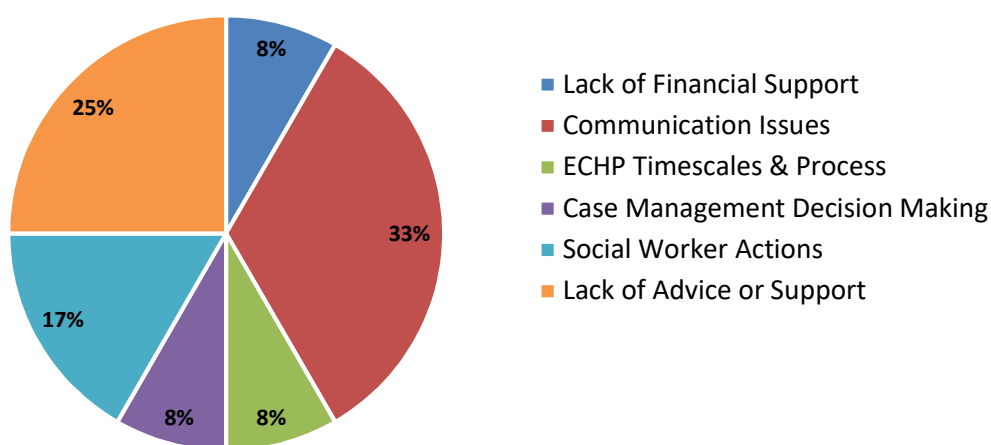
Statutory stage 1 complaints (Timescale 10-20 working days)	66.7% ↑	38.5% ↓	54.8% ↑
Non-statutory stage 1 complaints (Timescale 10-20 working days)	100% ↑	50% ↑	55.6% ↑

#### Stage One Complaint Outcomes:

7.11. There were 117 elements of complaint identified within stage one complaints that have concluded in the first six months of 2020-21. The outcomes of those stage one complaint elements are shown below.



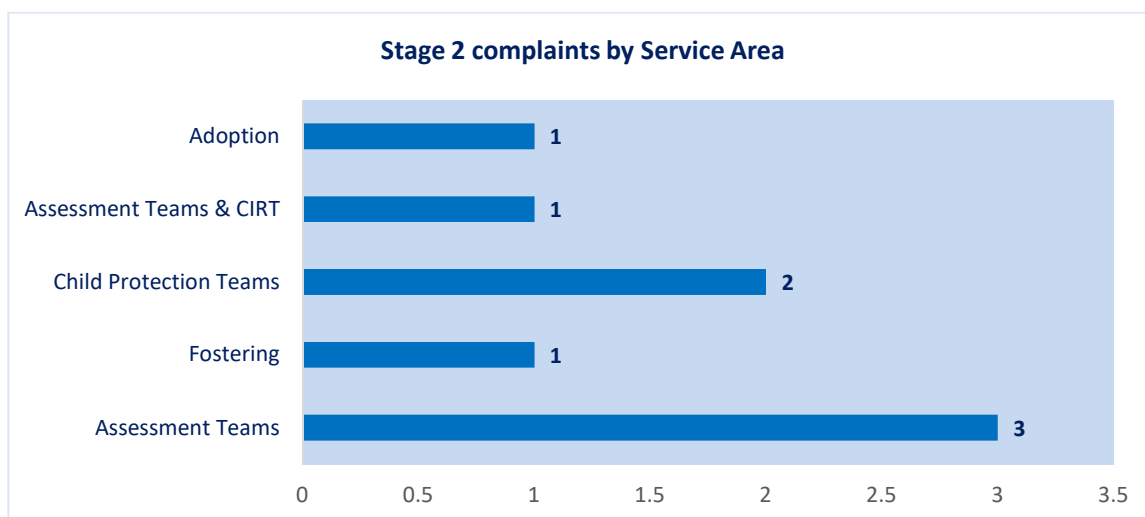
7.12. Most complaint elements equating to 49% were not upheld and a further 7% were unsubstantiated or withdrawn. 34% of elements were partially upheld and 10% were upheld. The chart below shows the main reasons for complaint elements that were upheld.



7.13. Of the 12 elements that were upheld, 33% related to lack of/poor communication between the service and family, 25% related to lack of advice or support whilst 17% related to social worker actions.

## 8. STAGE TWO COMPLAINTS AND STAGE THREE REVIEWS

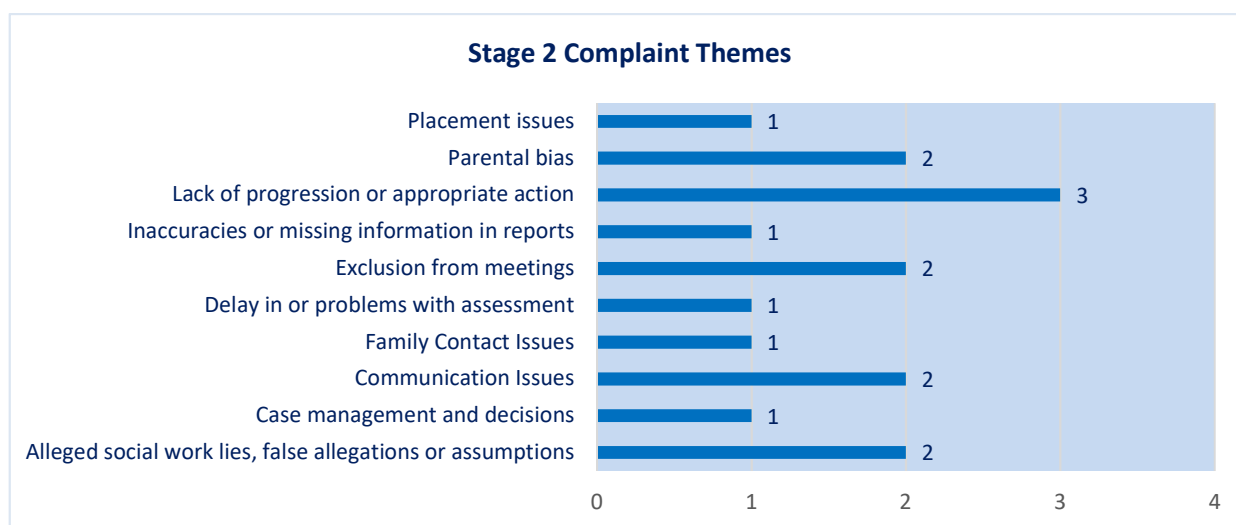
8.1. The table below shows the number of all stage two complaints received by service area in the first six months of 2020-21.



- 8.2. The majority of stage two complaints received so far in 2020-21 relate to the Assessment and child protection services. The two non-statutory stage 2 complaints relate to the Adoption Service and the Child Protection Service. Overall, we have received 50% fewer stage 2 complaints when compared with the previous year.

#### Themes:

- 8.3. The main themes of the complaints received at Stage two so far in 2020-21 are shown in the table below (*note one complaint can have multiple themes*):



- 8.4. The majority of stage 2 themes identified relate to lack of progression or action, parental bias, exclusion from meetings, communication and alleged social work lies, false allegation or assumptions. It is worth noting that five of the eight stage 2 complaints are still being investigated by Independent Investigating Officers and for that reason the Customer Feedback service will not receive the finalised themes until the complaint's reports have been completed.

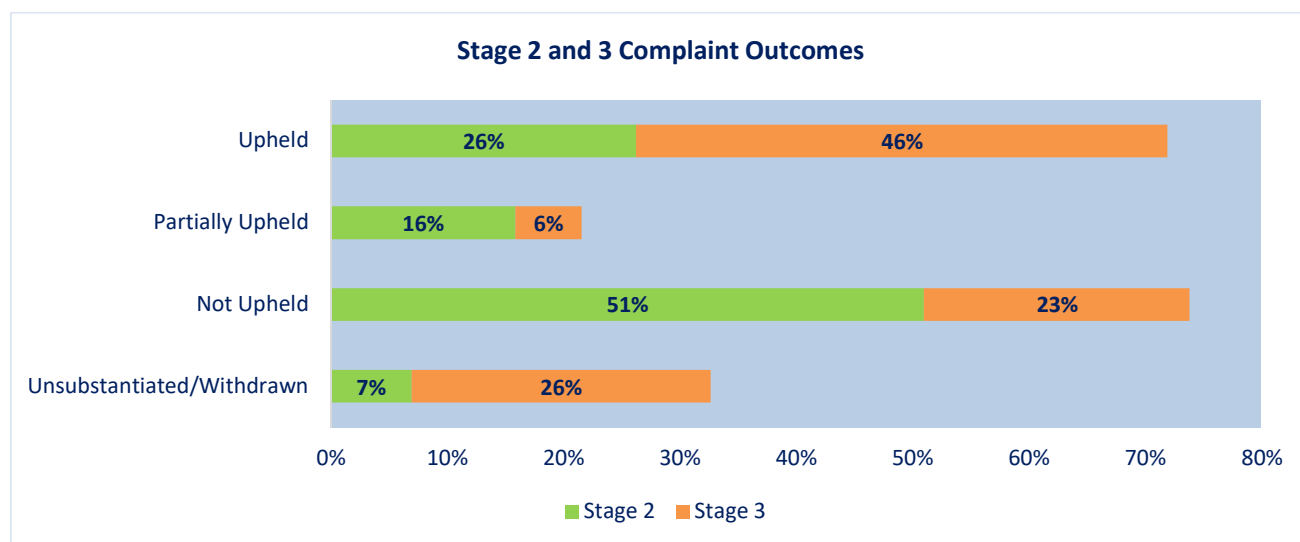
#### Timeliness of Response to Stage Two Complaints:

- 8.5. In the first six months of 2020-21, 12 statutory stage two complaints were concluded together with three non-statutory complaints (*figures differ to numbers received, as there were complaints open at the start of the year from 2019/20 and complaints that remain open moving into 2020-21*). One of the stage two complaints was completed within the 65-day timescale. The average days taken for investigation and adjudication of the 15 complaints was 129 days against a target of 65 days. The average number of days for investigating complaints was 75 and the average days for adjudication was 42.

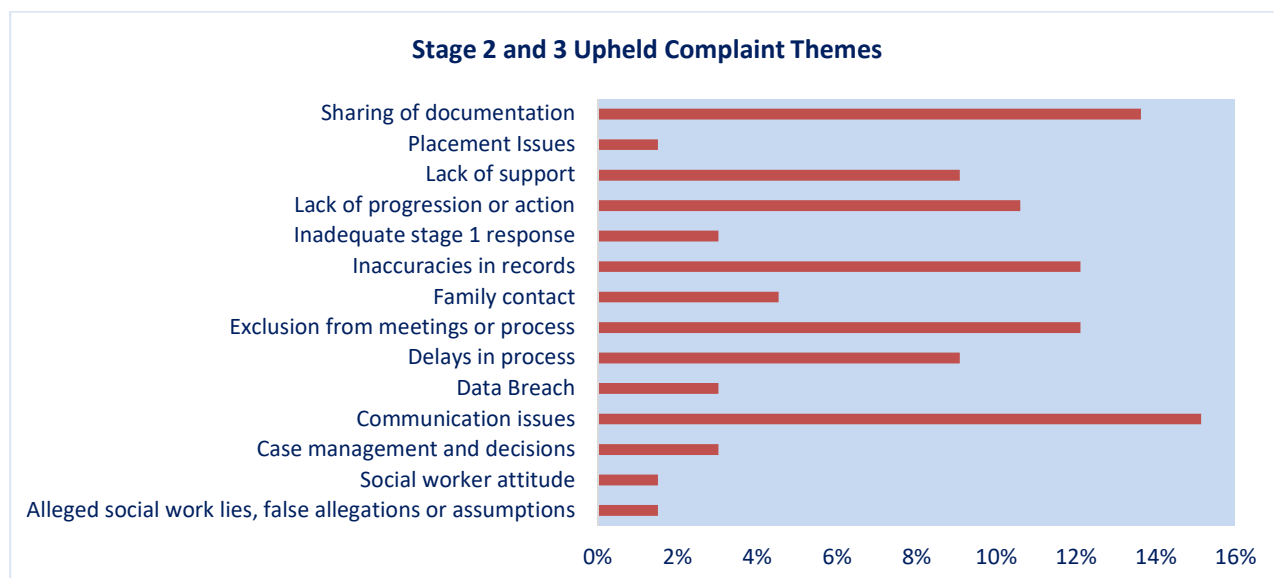


### Stage Two and Three Complaint Outcomes

- 8.6. There were 202 elements of complaint identified within all stage two complaints that concluded in the first six months of 2020-21 and 35 elements concluded at stage three (statutory). The outcomes of those stage two and three complaint elements are shown below.



- 8.7. At stage two, the majority of complaint elements equating to 51% were not upheld and a further 7% were unsubstantiated or withdrawn. 16% of elements were partially upheld and 26% were upheld.
- 8.8. At stage three a higher majority of elements were upheld equating to 46% with a further 6% partially upheld. 23% were not upheld and 26% were unsubstantiated or withdrawn.
- 8.9. Since April 2020, of the 35 elements that went to Stage three panels only one outcome was changed by the panel. The main subject areas of elements upheld at stage two and three are as follows:



- 8.10. Comparing upheld elements with the previous year, there are several themes that are reoccurring such as communication, inaccuracies in records and lack of progression or action. However due to the individualised nature of complaints it is difficult to say if the reasons for reoccurring themes are due to limited impact of recommendations or if it is due to other reasons. Sharing of documentation and exclusion from meetings or process are new 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

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 no complaints highlighted to the Customer Feedback Team by the Local Government Ombudsman so far this year.

## **10. COST OF COMPLAINTS**

- 10.1. The total cost of investigating claims in the first two quarters of 2020-21 is £41,182 compared with £18,850 for the same period in 2019/20. The variance is due to a change in process whereby we request invoices for external Investigations at an earlier stage rather than waiting for the investigation to end before receiving an invoice. This change takes account of the investigations that could potentially continue for several months and will provide a more accurate financial position. Taking account of this change the overall expenditure for the year is expected to be on par with 2019/20.
- 10.2. So far this year the compensation costs paid in relation to upheld complaints has totalled £350 compared to £2,725 for the same period in the previous year as a result of fewer upheld complaints and a reduction in the severity/impact of those upheld situations.

## **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 2020-21 although two customers have received letters regarding the content and frequency of their communications to our services.

## **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 2019/20 Annual Customer Feedback Report. So far workshops have taken place with children's social care management to identify ways of improving the timeliness of responses to complaints at stages 1 and 2 and to address the top three themes for upheld complaints.
- 12.3. As a result of the first workshop we have started a pilot relating to the management of stage 1 responses whereby all stage 1 complaints will be managed by the Customer Feedback Team rather than individual services. We will be able to determine from the pilot if this change will improve the timeliness, quality and consistency of stage 1 responses. The pilot started towards the end of September and we be able to assess the impact of the change within the next few months.
- 12.4. Although the pilot is in its infancy, by discussing some of the challenges in relation to timeliness and sharing ideas regarding learning and improvement, we have seen in the first six months of this year a significant decrease in the number of complaints, particularly within individual teams. We have also seen a significant decrease in the top three themes at stage 1. We have further work to do to improve timeliness at stage 2 although there has been a slight improvement to date.

- 12.5. 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.

## SCRUTINY COMMITTEE WORK PROGRAMMES FOR 2020-21

### REPORT OF THE SCRUTINY AND MEMBERS' SUPPORT COORDINATOR

#### 1. PURPOSE OF THE REPORT

- 1.1 The report attaches, for Members' information, the variations to the Scrutiny Committee work programmes for 2020/21 and provides an opportunity to review the Committee's own work programme for 2020/21.
- 1.2 In delivering its work programme, the Scrutiny Coordinating Committee will support the council in achieving its Corporate Outcomes.

#### 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 The aim of its co-ordinating role is to avoid duplication, make best use of resources and to provide a corporate overview of the scrutiny function. As such the remainder of this report outlines the current work programmes of the Scrutiny Committees.

#### 3. SCRUTINY COMMITTEE WORK PROGRAMMES

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

#### 4. SCRUTINY 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.

#### 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 20 November 2020 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

## 5. RECOMMENDATIONS

- 5.1 It is recommended that the Scrutiny Coordinating Committee:

- (a) notes the variations to the Scrutiny Committee Work Programmes for 2020/21 and to its own work programme;
- (b) notes the current scrutiny budget position for 2020/21.

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REASON FOR INCLUSION	9 JULY 20	3 SEPT 20 (CANCELLED)	1 OCT 20	22 OCT 20	26 NOV 20	7 JAN 21	4 FEB 21	4 MARCH 21	APRIL 21 (DATE TO BE CONFIRMED)
Policy Framework/ Cabinet Referrals and Responses	Scrutiny Annual Report – 19/20 (JD)								Scrutiny Annual Report – 20/21 (JD)
Scrutiny Business	Covid 19 – Update (Martin Birch)		Impact of Covid on Children and Young Families (Jill Colbert)  Preparations of Schools in Response to Covid 19 (Simon Marshall)	Impact of Covid 19 on Young Carers and SEND (Carers Centre Parent Carers Forum)	Safeguarding Children Partnership Update (Sir Paul Ennals)  Regional Adoption Agency (Jill Colbert)	Impact of Covid 19 on Child Mental Health (CCG)	Youth Offending Service  ASB – Drugs and Alcohol  Impact of Covid 19 on School Attendance	Operation of Assessment Services for CYP with ASC and ADHD	Apprenticeships
Performance / Service Improvement						Together for Children – Performance Monitoring Report (Jill Colbert)  Children Services Complaints  Ofsted Improvement Plan – Update (Jill Colbert)			Together for Children – Performance Monitoring Report
Consultation / Awareness Raising	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21

ECONOMIC PROSPERITY SCRUTINY COMMITTEE –WORK PROGRAMME 2020-21

REASON FOR INCLUSION	7 JULY 20	8 SEPTEMBER 20	6 OCTOBER 20	3 NOVEMBER 20	1 DECEMBER 20	12 JANUARY 21	11 FEBRUARY 21	10 MARCH 21	7 APRIL 21
Policy Framework/ Cabinet Referrals and Responses			Homes of Multiple Occupation SPD Scoping Report (Catherine Auld)  Riverside SPD (Catherine Auld)	Licensing Policy – Update (Steve Waring)		Development Management SPD (Catherine Auld)  Allocations and Designations Plan (Catherine Auld)			Annual Report (Jim Diamond)
Scrutiny Business	Covid 19 Business Support (Catherine Auld)  Sunderland Strategic Transport Corridor – Update (Mark Jackson)	Annual Road Safety Report (Mark Jackson)  Work Programme - Consideration of Draft 20-21 (JD)	International Strategy (Catherine Auld)	Low Carbon Framework (Catherine Auld)  Covid 19 Business Support Grants – Final Position (Catherine Auld/Paul Wilson)	Sunderland Chamber of Commerce – Update (Natasha McDonagh)  Sunderland Business Improvement District (Sharon Appleby)	Housing Strategy – Update (Graham Scanlan)	Siglion Update (Helen Townsend)  City Hall (Peter McIntyre)  International Advanced Manufacturing Park (Mark Jackson)	Sunderland Cultural Sector/Events (Victoria French)  Heritage Update (Dan Hattle)  Environmental Services – Update (Colin Curtis)	Business Centres – Update (Catherine Auld)  Sunderland Rail Station – Update (Mark Jackson)  Local Flood Authority Update (Mark Jackson)
Consultation Information and Awareness Raising	Notice of Key Decisions  Work Programme of Committee – Proposed Process (JD)	Notice of Key Decisions	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21	Notice of Key Decisions  Work Programme 20-21

# HEALTH AND WELLBEING SCRUTINY COMMITTEE – WORK PROGRAMME 2020-21

REASON FOR INCLUSION		1 JULY 20 D/L:19 June 20	2 SEPTEMBER 20 D/L:21 August 20	30 SEPTEMBER 20 D/L:18 Sept 20	28 OCTOBER 20 D/L:16 Oct 20	25 NOVEMBER 20 D/L:13 Nov 20	6 JANUARY 21 D/L:23 Dec 20	3 FEBRUARY 21 D/L:22 Jan 21	10 MARCH 21 D/L:26 Feb 21	14 APRIL 21 D/L:2 April 21
Policy Framework / Cabinet Referrals and Responses										
Scrutiny Business		<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>Draft Health Inequalities Strategy (Julie Parker-Walton)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p>	<p>Covid-19 Update (Public Health)</p> <p>Winter Preparedness (P Foster – ATB)</p> <p>Flu immunisation Programme (G Gibson)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>MH Strategy (Sunderland CCG)</p> <p>SSAB Annual Report (Sunderland Safeguarding Adults Board)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>Care and Support Annual Report (Sunderland Care and Support)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>North East Ambulance Service (M Cotton)</p> <p>NHS FT Merger Update (NHS FT)</p> <p>Integrated Care Systems Update (Sunderland CCG)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>Managing the Market (G King)</p> <p>Annual Report (N Cummings)</p>	<p>Covid-19 Update (Sunderland City Council, CCG &amp; NHS FT)</p> <p>Engaging with the Public (Sunderland CCG)</p>
Performance / Service Improvement										
Consultation/ Information & Awareness Raising	Notice of Key Decisions	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>	<p>Notice of Key Decisions</p> <p>Work Programme 20-21</p>

## Items to be scheduled

Ophthalmology  
Path to Excellence Phase 1 & 2 Updates



SCRUTINY COORDINATING COMMITTEE – WORK PROGRAMME 2020-21

REASON FOR INCLUSION		25 JUNE 20 D/L 15 JUNE 20	10 SEPTEMBER 20 D/L 31 AUG 20	8 OCTOBER 20 D/L 28 SEPT 20	5 NOVEMBER 20 D/L 26 OCT 20	3 DECEMBER 20 D/L 23 NOV 20	14 JANUARY 21 D/L 4 JAN 21	11 FEBRUARY 21 D/L 1 FEB 21	11 MARCH 21 D/L 1 MARCH 21	15 APRIL 21 D/L 5 APRIL 21
<b>Policy Framework / Cabinet Referrals and Responses</b>		Revenue budget Outturn 20/21 (Jon Ritchie)	First Revenue Budget Review 20/21 (Jon Ritchie)		Budget Planning Framework 2021/22 and Financial Strategy (Jon Ritchie/Paul Wilson)  Capital Programme Second Review 2020/21 (Jon Ritchie)	European Union – Exit Planning (Paul Davies)	Revenue Budget update and provisional revenue support settlement (Jon Ritchie/Paul Wilson)			
<b>Scrutiny Business</b>		Covid-19 Update (Sarah Reed/Jon Ritchie)	Annual Report (N Cummings)	Safer Sunderland Partnership Annual Report (Stuart Douglass)						Annual Report (N Cummings)
<b>Performance / Service Improvement</b>			Compliments, Complaints & Feedback Annual Report (Marie Johnston)  Performance Management Q1 (Liz St Louis)			Performance Management Q2 (Liz St Louis)  Compliments, Complaints & Feedback (Marie Johnston)			Performance Management Q3 (Liz St Louis)  Compliments, Complaints & Feedback (Marie Johnston)	
<b>Consultation / Information &amp; Awareness Raising</b>		Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20	Notice of Key Decisions  Scrutiny Work Programmes 2019/20

**Work Programme Items to be scheduled:**

City Plan Update  
New Ways of Working  
Impact of Covid-19 Partner Organisations  
Hate Crime

**NOTICE OF KEY DECISIONS****REPORT OF THE SCRUTINY 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 9 November 2020.

**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 9 November 2020 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 9 November 2020 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
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 from 17 November to 31 December 2020.	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>
190823/385	To approve the proposed Governance Arrangements for the Centre of Excellence for Sustainable Advanced Manufacturing (CESAM) and related matters.	Cabinet	Y	During the period from 17 November to 31 December 2020.	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>

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
190906/402	To consider expansion proposals by an existing Council tenant in respect of a strategic property and the associated capital funding and revised lease term proposals.	Cabinet	Y	During the period from 17 November to 31 December 2020.	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>
201013/525	To extend the contract for the provision of Public Health Services in Primary Care for a period of 24 months, utilising available optional extension periods of 2 x 12 month set out within the contract, which is held with various GPs and Pharmacies within Sunderland.	Director of Public Health	Y	During the period 11 to 30 November 2020. (Previously published on Notice dated 13 October 2020).	N	Not applicable.	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
200813/493	To approve the Triggering of pre-emption rights to acquire HCA interests in Sunnyside and disposal of land to facilitate regeneration proposals.	Cabinet	Y	8 December 2020	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>
200813/494	To approve the establishment of a funding mechanism for the acquisition of residential properties.	Cabinet	Y	8 December 2020	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
200827/498	To approve the strategic acquisition of property interests at High Street West, Sunderland	Cabinet	Y	8 December 2020	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>
200827/499	To approve the strategic acquisition of property interests at Robinson Terrace, Hendon	Cabinet	Y	8 December 2020	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>

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200902/500	To approve the acquisition of Bridge House, Bridge Street	Cabinet	Y	8 December 2020	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>
200903/506	To approve the Capital Programme Planning 2021/2022 to 2024/2025 and Capital Strategy	Cabinet	Y	During the period 17 November to 31 December 2020	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>
200914/515	To consider grant support for voluntary sector organisations.	Cabinet	Y	During the period 17 November to 31 December 2020.	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
201008/518	To seek approval for the procurement and award of a framework agreement for the provision of Commercial and Residential Property Advisory Services for Council, Siglion and other Council related organisations.	Cabinet	Y	8 December 2020	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>
201014/527	To seek approval to award a contract for the Redevelopment of Parson's Depot and Electric Vehicle Hub Installation	Cabinet	Y	8 December 2020	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>
201008/519	To approve the Revenue Budget and Medium Term Financial Plan 2021/2022 to 2024/25.	Cabinet	Y	During the period 17 November to 31 December 2020	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>



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201015/528	To seek approval to procure a design and build contractor for the delivery of the proposed new Wear footbridge.	Cabinet	Y	During the period 17 November to 31 December 2020	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>
201013/526	To seek approval to a proposal to Amend the Sunderland Council's Code of Conduct for the Issue of Penalty Notices Relating to Unauthorised School Absences.	Cabinet	Y	During the period 8 December 2020 to 28 February 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>
200929/517	To approve the undertaking of public consultation on proposals to designate new local wildlife sites and proposed amendments to existing local wildlife sites.	Cabinet	Y	During the period 17 November 2020 to 31 January 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>
201012/521	To approve the introduction of an E-Scooter Pilot Trial	Cabinet	Y	During the period 17 November 2020 to 31 January 2021	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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200914/513	To approve the updated business plan for Siglion LLP and related matters.	Cabinet	Y	8 December 2020	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>
201105/514	Supply of power to the Hillthorn Business Park site to facilitate the subsequent development of this key strategic site as a primary employment area.	Cabinet	Y	8 December 2020	N		Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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201106/535	To seek approval to submit an offer the University of Sunderland to acquire the Precinct site to deliver a range of housing and supported accommodation	Cabinet	Y	8 December 2020	N		Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
201015/529	To adopt the Riverside Sunderland Supplementary Planning Document.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
201015/530	To approve consultation on the Draft Allocations and Designations Plan.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
201015/531	To approve consultation on the North East Washington Supplementary Planning Document Scoping Report.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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201015/532	To approve the Sunderland City Council Low Carbon Action Plan.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
201015/533	To adopt the Homes In Multiple Occupation Supplementary Planning Document.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
201015/534	To approve consultation on the Draft Development Management Supplementary Planning Document.	Cabinet	Y	During the period 8 December 2020 to 31 March 2021.	N	Not applicable.	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 Paul Stewart – Deputy Leader/Cabinet Secretary; Councillor Louise Farthing – Children, Learning and Skills; Councillor Geoffrey Walker – Healthy City; Councillor Linda Williams – Vibrant City; Councillor Rebecca Atkinson – 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

9 November 2020