

## **CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE**

### **AGENDA**

**Meeting to be held in City Hall, (Committee Room 1) on Thursday 7<sup>th</sup> July 2022 at 5.30 p.m.**

#### **Membership**

Cllrs Burrell, Crosby, Dunn, P.W.L. Gibson, Guy, S. Johnston, Mason-Gage (Chairman), McKeith (Vice-Chairman), Samuels, P. Smith, Thornton, and Tye

Co-opted Members – Mrs. A. Blakey

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	No Items	
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E. WAUGH,  
Assistant Director of Law and Governance,  
Civic Centre,  
SUNDERLAND.

29<sup>th</sup> June 2022

## Item 2

**At a meeting of the CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE held in the COUNCIL CHAMBER, CITY HALL on THURSDAY 31 MARCH 2022 at 5.30 p.m.**

### **Present:-**

Councillor P. Smith in the Chair

Councillors Crosby, Dodds, Mason-Gage, McKeith, Noble, Samuels, Scanlan and Tye

### **Also in attendance:-**

Ms Jill Colbert, Chief Executive, Together for Children

Mr Jim Diamond, Scrutiny Officer, Law and Governance, Corporate Services Directorate

Ms. Paula Gibbons, Head of Service, Adopt Coast to Coast

Councillor M. Hartnack, Observing

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

Ms. Joanne Stewart, Principal Governance Services Officer, Law and Governance, Corporate Services Directorate

### **Apologies for Absence**

Apologies for absence were submitted to the meeting on behalf of Councillors P.W.L. Gibson and S. Johnson and on behalf of Mrs. A. Blakey.

### **Minutes of the last Ordinary meeting of the Children, Education and Skills Scrutiny Committee held on 3 March 2022**

1. RESOLVED that the minutes of the last Ordinary meeting of the Children, Education and Skills Scrutiny Committee held on 3 March 2022 be confirmed as a correct record, subject to an amendment to the spelling of Councillor Mason-Gage in the attendees.

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

There were no declarations of interest made.

### **Apprenticeships Update – Sunderland College**

The Scrutiny Officer advised that due to Officers being unable to attend the item would be deferred to a future meeting of the Committee.

2. RESOLVED that the item be deferred.

### **Update on the Regional Adoption Agency – Adopt Coast to Coast – April 2021 to February 2022**

The Director of Children Services submitted a report (copy circulated) which provided Members of the Committee with an update on the Regional Adoption Agency for the period April 2021 to February 2022.

(for copy report – see original minutes)

Ms. Paula Gibbons, Head of Service, Adopt Coast to Coast, presented the report informing Members that the marketing activity for 2021-2022 Adopt Coast to Coast was all about brand recognition and getting the name out as far and wide as possible.

It was also very positive to note that the transition to Adopt Coast to Coast had not had a detrimental impact on the children who had moved to adoptive families or the recruitment of prospective adopters assessed by the Together for Children's adoption team.

The Chairman asked Ms. Gibson what had been the greatest impact of the regional adoption agency starting and if she could give an example of something that had happened that she had not expected. Ms Gibson advised that she had not expected the response to Adopt Coast to Coast, they had expected to receive 100 enquiries in a year but they had actually received 558 enquiries to date, There had been a challenge in the beginning with contacts not being responded to but this had been during the crossover and as time had gone on this had been rectified.

Ms. Gibson commented that the agency was a partnership model which was not an option for adoption agencies eighteen months ago as it had to be a hosted model and they had been on a learning curve with other authorities as to how the model works. She informed Members that she knew that staff would be able to run with the model as they were very passionate group of staff who's focus was on the best outcomes for children.

Ms. Colbert also commented that one of the areas that had proved to be most powerful was the shared recruitment function; with the recruitment of a Communications Manager who was not from a social care background and brought a high degree of commercial skill. Ms. Colbert encouraged the Committee to look at the social media presence and messages that were being shared which had made a massive difference and in turn saw a huge increase in participation.

Members were also informed that a number of the processes had been rationalised, such as now having one central telephone point, channelling all calls for the region through one route.

Councillor Tye commented that he felt that adoption was the most important function that Together for Children undertook and asked how any competitiveness between local authorities was managed and was informed by Ms. Gibson that each spoke

was responsible for assessing and approving adopters who would then become available to the three regions so that each agency was getting their fair share but during the first year they had seen that both TfC and Durham had seen an increase in the number of matches that they had made. There should be no boundaries for the children as some may benefit from being placed further away from their family home and they were now receiving applications from adopters who may not be able to adopt children from their local authority area.

Ms. Colbert advised that they had struck an exclusive deal with local voluntary sector adoption agencies through procurement so that children that could not be matched through the regional agency could look to be matched through that route. This meant that all children got the opportunity to look for the right adoptive parents for them before needing to go beyond that.

Councillor Noble commented that the adoption team in TfC was small and asked if they would be looking to expand to ensure that the resource could meet demand on the service? Ms. Colbert advised that if it became an issue they would look to put some short term resource in but at the minute it was manageable and the team was small, lean and efficient.

Councillor Crosby sought more information on the marketing activities that were being considered for the more difficult to adopt children and was advised that in addition to the mainstream marketing they were hoping to look at some targeted marketing for those who were waiting longer, which was a national issue, such as groups of siblings, children with additional needs or health uncertainties, etc. The Governance Board had given permissions to allow them to start social media messages about additional support and recognising those families who were willing to consider the more difficult to place children and how to support them in a realistic way which fit with the ethos of the Council.

In response to a further query from the Chairman regarding sibling groups, Ms. Gibbons informed the Committee that if the children's plan was to keep siblings together that was what they would aim to achieve but they were finding across the North East and Cumbria were sibling groups where was one was under two years old and the other around five or six year old which was not always the combination prospective adopters were looking for so they were looking to go to the Governance Board with a proposal to run a joint campaign with the voluntary sector provider.

Councillor Dodds asked if there were more adoptive parents looking for younger children and was informed that the majority of adopters are people who want to become parents for the first time and were therefore thinking of adopting a baby or very young child. The Committee were advised that they attended preparation groups and got to speak with adopters to understand what it was like to adopt siblings or older children so that they could make an informed choice on what was the right child for them.

In response to a query from the Chairman regarding schools and home education, Ms. Colbert advised that they would not know how many adoptive children were in which schools as there was no requirement for the parents to tell them and children could also be placed from other areas of the country. Additional support and resources were available post adoption should parents require it but not every family

requested this but there was no issue with adoptive children that was raised by schools or the Virtual Headteacher.

The Chairman asked if this would apply for home educated children also and Ms. Colbert explained that if the child had been adopted and parents decided to electively home educate then there was no statutory right to enforce any kind of engagement; but they were allowed to ask parents to confirm and assure that they were providing education for their children. She was not aware that there were any looked after children who were electively home educated but she would confirm this and advise accordingly.

Having fully considered the report and there being no further questions or comments, the Chairman thanked Ms. Gibbons for her report and presentation, and it was:-

3. RESOLVED that the report be received and noted

### **Consultation with the Youth Council**

The Scrutiny and Members' Support Coordinator submitted a report (copy circulated) which asked Members to consider feedback from a meeting with representatives from the Youth Council.

(for copy report – see original minutes)

Mr. Jim Diamond, Scrutiny Officer presented the report which set out the feedback from a meeting with the Youth Council representatives held on 9 March, 2022, where a number of issues had been raised and recorded.

Councillor Tye commented that the report set out some really good feedback from the young people but did not state what the next steps were going to be and the Chairman advised that once all of the visits had been concluded, a report would be submitted with the concerns of the young people and Members could look to agree how to take those issues forward.

Ms. Colbert advised that some of the same issues would be considered at the State of the City Debate on Monday and once the Youth Council priorities were voted upon they would then work with Officers for the rest of the year. There were three key themes this year; jobs, emotional health and wellbeing, and the green agenda. Ms. Colbert also advised that she was consulting with all of the groups and preparing some of the content for the response to the joint motion so that they could see what was already available.

Councillor Noble also referred to the issues that were continually raised by young people and commented that there were some good, easy, quick fixes that could be implemented to see changes in the short term and if there were already things in place to address an issue why the young people were not being made aware of them. There was a need to ensure that they were being correctly promoted to young people so that they were able to access available services and support.

Councillor Samuels stated that she had asked a similar question after the first visit and asked if there was a timeline in place as to when recommendations may be

made? The Chairman advised that there were two more visits to groups to be undertaken which the Scrutiny Officer was currently arranging.

Ms. Colbert commented that the Committee could look to add an item to the work programme for next year on advice and guidance that was currently being provided in Year 11; whilst she could work with the Scrutiny Officer to make a summary of recommendations to the Executive on issues, at this point, that were consistently raised by young people, with the proviso that more work would be undertaken within the next year's work programme.

Mr. Diamond referred to an email he had received from Councillor Johnstone asking that he raise the issue of security on the metro system and Ms. Corbert advised that they had been doing a private piece of work with Nexus and the Youth Offending Prevention Workers and they would be looking to do more work possibly through the Police and Crime Commissioner as they had funded that piece of work.

Councillor Noble added that the PCC was currently working on an app for women's safety and commented that it may not take much to broaden the audience for a similar app for young people and it was considered that it may be beneficial to look to invite the PCC to a future meeting of the Committee to discuss this further.

There being no further questions or comments, the Chairman thanked Mr. Diamond for his report and it was:-

4. RESOLVED that the feedback from the meeting with the Youth Council representatives be received and noted and the items as set out above for next year's work programme be considered for inclusion.

## **Annual Report**

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) seeking Members approval of their annual report as part of the overall scrutiny annual report 2021/22 that was to be presented to Council.

(for copy report – see original minutes)

Mr Diamond presented the report and advised the Committee that subject to the removal of the reference to having met with the Principal of Sunderland College, the report would be included in the Scrutiny Annual Report and presented to a future meeting of the Council.

There being no questions or comments, it was:-

5. RESOLVED that the report be approved for inclusion in the Scrutiny Annual Report 2021/2022.

## **Annual Work Programme 2021/22**

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) which briefed members on the developed of the Committee's work

programme for the municipal year 2021/22 and appended a copy of the programme for Members' consideration.

(for copy report – see original minutes)

There being no questions or comments, it was:-

6. RESOLVED that the report be received and noted.

### **Notice of Key Decisions**

The Scrutiny and Members' Support Co-ordinator submitted a report (copy circulated) which provided Members with an opportunity to consider those items on the Executive's Notice of Key Decisions for the 28 day period from the 21 February, 2022.

(for copy report – see original minutes)

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

Members having requested further information in respect of the following item:-

i) 220210/696 – Pupil Referral Unit (Cllr M. Crosby)

it was:-

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

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

Signed) P. SMITH,  
Chairman.



## CHILDREN EDUCATION AND SKILLS SCRUTINY COMMITTEE

7 JULY 2022

### REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES

#### TOGETHER FOR CHILDREN – SELF EVALUATION

#### 1. Purpose of the Report

- 1.1 To receive a presentation from Together for Children on the Self – Evaluation of Children's Services.

#### 2. Background

- 2.1 At its meeting on 9 June 2021, the Committee agreed to include in its work programme a presentation on the Self – Evaluation of Children's Services.
- 2.2 The self evaluation provides information and an analysis of children services, identifying areas where improvements have been made and areas for continued attention and improvement.

#### 3. Current Position

- 3.1 Jill Colbert (Director of Children's Services) will be in attendance to present the report.

#### 4. Recommendations

- 4.1 The Scrutiny Committee is requested to consider and comment on the report.

# Item 5

## **CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE 7 JULY 2022**

### **TOGETHER FOR CHILDREN – CUSTOMER FEEDBACK ANNUAL REPORT**

#### **REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES**

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

- 1.1 To consider the Together for Children Customer Feedback Annual Report for the year 2021- 2022.

#### **2. Background**

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

#### **3 Recommendation**

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

# Together for Children Customer Feedback Annual Report 2021-2022



## HIGHLIGHT SUMMARY 2021/22

### What are our key achievements?

- We have received 231 compliments this year from children, young people, families, and professionals.
- We successfully helped 229 customers to receive satisfactory resolutions to their issues or concerns informally, without having to initiate a complaint.
- Overall, the number of complaints received has reduced by 22.8%.
- The timeliness of complaints at all stages is improving.
- The number of complaint elements has reduced by 31% at stage one and 84% at stage two.
- Our refreshed complaint process is improving the customer experience and resolving concerns more quickly.

### What are our areas of focus for 2022/23?

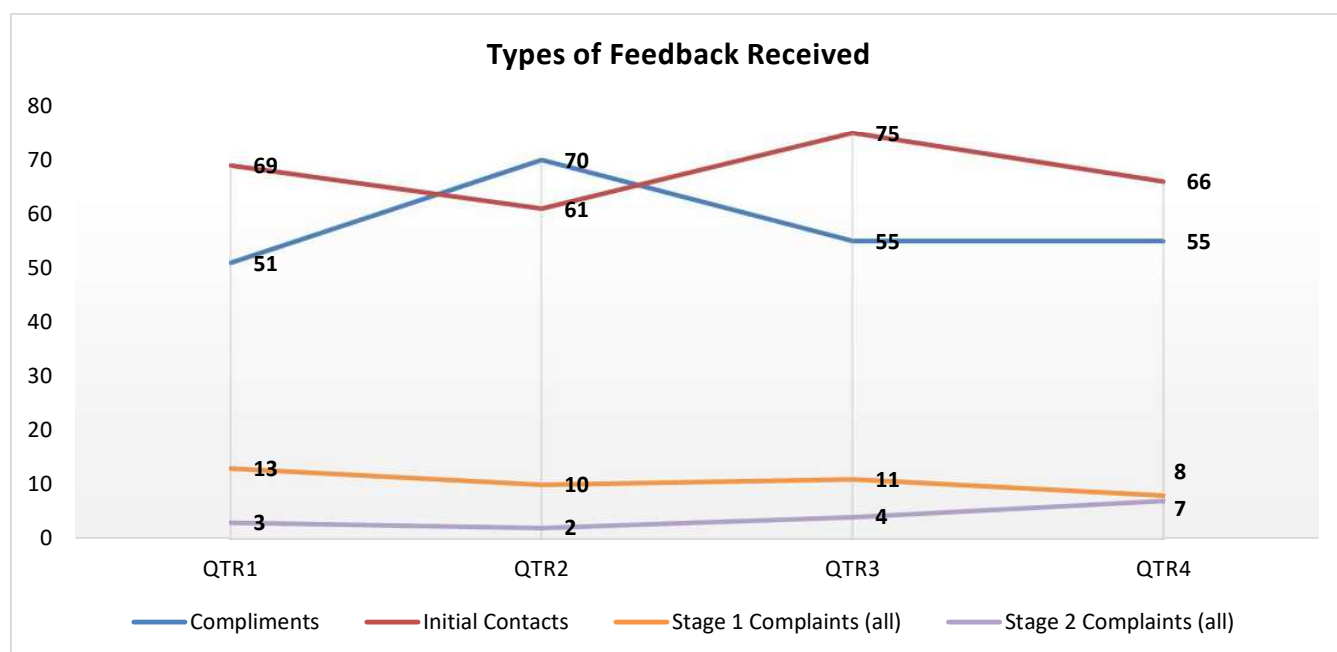
- Continue to focus on the timeliness and quality of complaints.
- Implement a regional agreement for the appointment of Independent Persons for Stage two Children's Social Care Complaints to further improve the customer experience.
- Explore the potential for a complaints management system that will improve recording and provide greater analysis and insight through reporting.

## 1. PURPOSE OF THE ANNUAL REPORT

- 1.1. This report covers the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. Together for Children (TfC) welcomes all forms of feedback as a way of improving service delivery to children, young people, and families. The report provides an overview of customer feedback received throughout the year, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.

## 2. SUMMARY OF FEEDBACK

- 2.1. The Customer Feedback Team are responsible for receiving, recording, and responding to feedback received from children, young people and families regarding services delivered by Together for Children. The following graph shows the different types of feedback received in each quarter in 2021/22.



- 2.2. In addition to the above types of feedback, the Chief Executive, and Director of Children's Services receives Member Enquiries. In 2021/22, we received 40 enquiries of which 27 were responded to within timescale. Most enquiries were in relation to education queries, EHCPs and specialist school places as well as a smaller number of Social Care enquiries.

## 3. COMPLIMENTS

- 3.1. In 2021/22, we received 231 compliments from children and young people, parents and other family members, foster carers, external professionals, and staff within TfC. Compliments are communicated to workers and management structures of the relevant teams and is used to congratulate workers and teams and to inform service developments and best practice. Compliments are also shared more widely with the Senior Management Team and 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 2021/22:

- **Adoption**  
'X went 'above and beyond', particularly in taking Y to meet baby Z on a bank holiday, the day after she was born.

- **Assessment Teams**

'Thank you for all of the brilliant work you did with my family. You came into our lives at a very tough time and I honestly couldn't see a way forward, with so many barriers standing in our way I never saw how my kids' lives would ever being the same again. You were always very friendly and approachable and had time to listen which is extremely important. You took on board all of our needs and were amazing with my kids and for that I am forever thankful. You were able to make numerous safety plans making sure you took everyone's feelings and needs into consideration. You put us all at ease and it's been lovely working with you. I wish you all the luck in your future career. Continue what you're doing and you'll be amazing!!'

- **Children's Homes**

'I want to take the opportunity to tell you that X is the very best communicator in a children's home. He is exceptional at letting other professionals know what is happening to Y which is invaluable.'

- **Children with Disabilities Team**

'Your support over the last two years has been invaluable for us as carers of a disabled child. The trust that you established so quickly with X and ourselves meant that we have been confident in openly confiding our difficulties to you in what has been a really challenging time for our family. Your responses to us have always been prompt, appropriate, insightful, professional, compassionate, and empathic. We have had lots of involvement with children's services spanning over a quarter of a decade and the combination of personal and professional qualities you bring are unique and special and, in our experience, rare. For some parent/ carers of disabled children, we think that having access to Child and Family Workers like yourself, would be an effective support, even without the short-breaks and respite package.'

- **Connexions**

'I know you feel you haven't done much, but I promise you, you have. This home education has been such a heavy burden with absolutely nothing academic to show for it. The objective was always to have X survive his teenage years. He wouldn't have survived secondary school, but I think college is a better fit than school. Just remember X, a few weeks ago - college was not at all on the cards. You introduced that idea and did the groundwork; it opened a door for us. It certainly gave me a glimmer of hope. Just having someone else thinking of X's future has certainly lightened the load. You have done more than anyone else has in six years, I really can't thank you enough.'

- **Child Protection Teams**

'Thank you for taking such good care of our granddaughter X. Although the case has presented some difficulties you have shown such strength and integrity throughout. You listened with care and were able to communicate some difficult messages, when required. We felt supported throughout as you were dependable and trustworthy by just being available for us to talk to. It has been very easy to see that the care of X has been your main priority and that is all we could have asked for. You demonstrated professionalism as well as being empathic at times of great emotional distress. You have given us faith in Together for Children and shown real commitment in your role as X's Social Worker. We can't thank you enough for your help and support, but once again thank you.'

- **Customer Feedback Team**

'Right from the beginning she took a significant amount of time to get to know me and understand my complaint, she was extremely patient when I went back to her with amends regarding the complaint outline, she kept me updated throughout and she was extremely compassionate but also totally professional. She actually helped me restore my faith in Together for Children and I feel she is a complete asset to your organisation.'

- **Early Help Team**

'I was distressed, distraught and felt lost for 3 years and ready to give up before a member of this team became involved in my son's care to get his EHCP. This lady was and is still involved and went above and

beyond to help me and my son. The bond she has with my son is amazing. I don't know where I would be without her, thank you.

- **ICRT**

'I would like to highlight the fantastic assistance that X has afforded me today. X has gone beyond what I asked of her and used her initiative to obtain key details that have proven vital to our investigation. She was helpful and has a lovely manner. Relationships and partnerships such as this make everything much easier.'

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

'X's professional conduct, organisation and communication was outstanding. I have attended many conferences over the years and I would say that this was a difficult conference in that there was a large amount of professionals and many interruptions throughout. X remained calm, clear and kept the focus of the conference on the child throughout. Whenever there was an interruption X made clear instructions as to how the conference would move forward and brought the conference back to a child focused approach repeatedly. X also asked for the input of the Core Group whenever their professional input would secure a better outcome for the child and all in all X represented herself and Together for Children in a highly professional way.'

- **Next Steps**

'I wanted to take this opportunity to thank both you and your team for your support in navigating the recent challenges and complexities presented to us as a care team. We feel this close collaborative approach was fundamental in safeguarding X and ensuring that as her care provider, we were able to continue to provide the highest quality of care. It's been a pleasure to work in partnership with you and Together for Children.'

- **Participation and Engagement**

'A big thank you to yourself and the team for coming into school over the past 4 Wednesdays. Many of our pupils and staff have been extremely positive of their experience on the bus - they felt it was very useful and worthwhile.'

- **Youth Offending Service**

'We cannot thank you enough for what you have done for X and the family. You have helped make us a family again. I have got my boy back. You are an angel; you are amazing at your job. We will be sad when this support stops as you really make a big difference to X and I know he will miss you very much. Thank you for advising and guiding him with what's right and wrong. He listens and takes on board what you have said. Keep up your amazing work. Thank you isn't enough for what you have done for us.'

## 4. INITIAL CONTACTS

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

Initial Contacts	Q1 (Apr – Jun)	Q2 (Jul – Sep)	Q3 (Oct – Dec)	Q4 (Jan – Mar)	Total 2021/22	
Number Received	69	61	75	66	271	
Number Escalated to Stage 1	13	10	11	8	42	15.5%

- 4.2. In 2021/22 we received 271 initial contacts. Through responding to issues or concerns at the outset, we have helped 229 of our customers to receive satisfactory resolutions informally with just 42 (15.5%) initial contacts escalating to a formal stage one complaint.

## 5. COMPLAINTS PROCESS

- 5.1. The Complaints Process for Statutory Children's Services follows the statutory guidance. This is a 3-stage process as follows:
- **Stage One** – the initial stage of the process is investigated by an Officer in the Customer Feedback Team. It is hoped a local resolution can be achieved within 10 working days, however an extension of up to 20 working days can be requested for more complex cases.
  - **Stage Two** – on receipt of the response to their stage one complaint, customers have 20 working days to request their complaint is progressed to stage two if they are unhappy with the initial outcome. At this stage, an Investigating Officer will be appointed to investigate the complaint and it can take between 25-65 working days to complete.
  - **Stage Three** – if the customer remains unhappy with the outcome of the stage two complaint, they have 20 working days to request their complaint is progressed to stage three. The review should take place within 30 days of the request. At stage three, a review panel will be appointed to review the complaint. This will consist of three independent people who will make recommendations to the Director of Children's Services.
- 5.2. If the customer remains unhappy, they can raise their complaint with the Local Government and Social Care Ombudsman.
- 5.3. Any complaints that do not relate to Statutory Children's Services, are handled under the corporate complaints procedure which consists of two formal stages. These corporate complaint figures are included in this report.



## 6. COMPLAINTS RECEIVED

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

	Q1 (Apr-Jun)		Q2 (Jul-Sep)		Q3 (Oct-Dec)		Q4 (Jan-Mar)		Totals 2020/21	
	Social Care	Corporate	Social Care	Corporate	Social Care	Corporate	Social Care	Corporate		
Stage 1	11	2	7	3	10	1	6	2	42	-16
Stage 2	3	0	1	1	3	1	5	2	16	+1
Stage 3	1	N/A	0	N/A	1	N/A	1	N/A	3	-3
<b>Totals</b>	<b>15</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>14</b>	<b>2</b>	<b>12</b>	<b>4</b>	<b>61</b>	<b>-18</b>
	-6	-4	-6	-5	+4	+2	+1	+2		

- 6.2. **Overall total** - in 2021/22 we received 61 complaints compared with 79 in 2020/21 which shows a decrease of 22.8%. The largest reductions can be seen in Q1 and Q2 where we received 21 fewer complaints when compared with the previous year. We did however see an increase of 9 in the last 6 months of the year.
- 6.3. **Stage one complaints** - in 2021/22 we received 16 fewer stage one complaints. Of those there was a reduction of 22.7% relating to children's social complaints and 42.8% reduction relating to corporate complaints.
- 6.4. **Stage two complaints** - We received 12 children's social care stage two complaints compared with 8 in the previous year, of which 3 progressed to stage three (compared with 6 in 2020/21). Only 4 of the corporate complaints progressed to stage two compared with 7 the year before.

### Number of Complaints by Young People:

- 6.5. 2 complaints were received by young people which is a decrease of 1 compared to the previous year. Both complaints were successfully responded to at stage one of the complaints process.

## 7. STAGE ONE COMPLAINTS

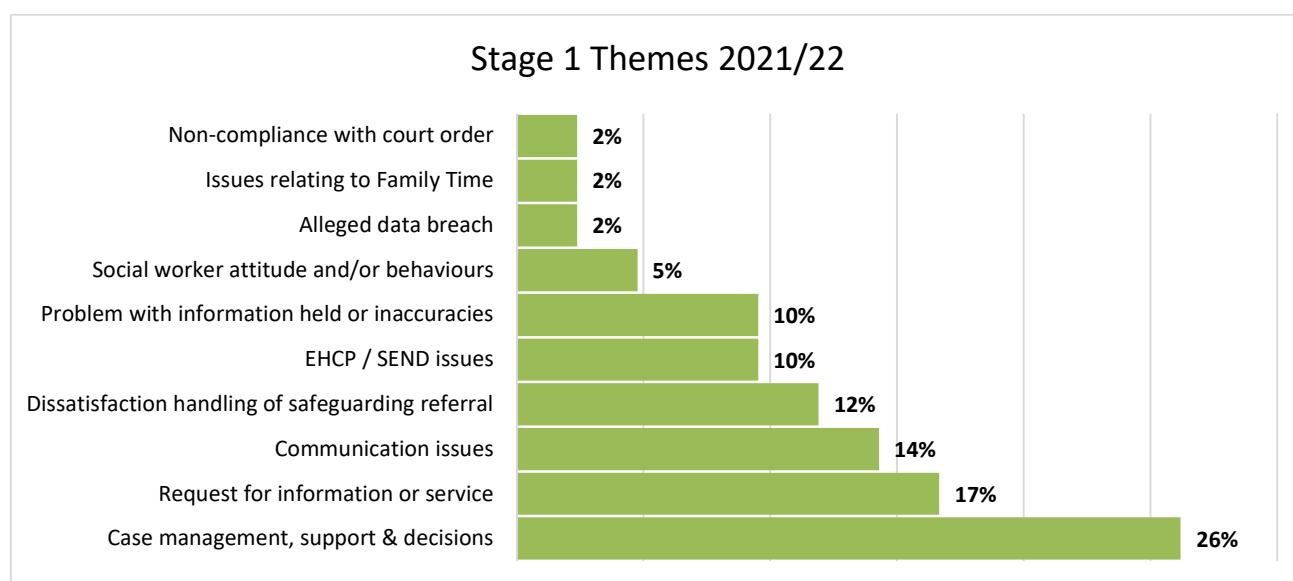
- 7.1. The table below shows the percentage of stage one complaints received by service area.

TEAM	Total 2021/22
Adoption/Fostering	2.4%
Assessment Teams	35.7%
Children with Disabilities Team	7.1%
Child Protection Teams	23.8%
Early Help Team	2.4%
Education	2.4%
ICRT Service	7.1%
Cared for Teams	7.1%
SEND Team	9.5%
Supported Lodgings	2.4%
<b>TOTAL</b>	<b>100%</b>

- 7.2. 35.7% of stage one complaints received in 2021/22 relate to the Assessment Teams and 23.8% relate to the Child Protection Teams. Whilst there has been a decrease in the number of complaints relating to the Child Protection Teams from 18 to 10 when compared with the previous year, there has been a small increase in numbers of complaints for the Assessment Teams to 15 compared with 13.

### Themes:

7.3. The main themes of the complaints completed at Stage One in 2021/22 are shown in the chart below:



7.4. Complaints relating to case management, sufficiency of support and decision making is the top theme in 2021/22. This together with complaints linked to requests for information or services and communication issues (where communication has been below customer expectations in terms of contact, updates, and explanations) make up the top three themes.

7.5. In 2020/21 the top themes related to social worker actions, family time and inaccuracies in information. The chart above shows how these have slipped out of the top three themes this year and now make up 9% of the complaint themes. This demonstrates the positive impact of learning from complaints and proactively addressing emerging themes.

### Timeliness of Response to Stage One Complaints:

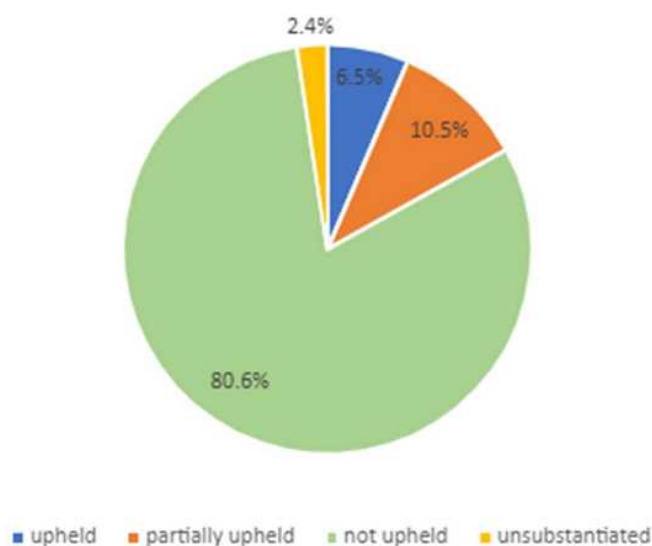
7.6. In the first six months of 2021/22 the timeliness of all stage one complaints fluctuated as we moved to the refreshed complaints process. The main changes to the process have included managing all stage one complaints within the Customer Feedback Team with a greater focus on customer conciliation, mediation, and speedier resolution e.g., offering opportunities for customers to meet with workers and managers so they can listen, discuss, and resolve their issues rather than moving to the lengthier stage two process (where this is possible).

7.7. Whilst this change in process increased customer satisfaction by resolving issues at an earlier stage, it did consequently take some stage one complaints (in Q2) out of timescale which has impacted the year-to-date figure. There was a clear focus in Q3 and Q4 to achieve the same result but within the 10 or 20 working day timescales and the timeliness did improve. Overall, the year to date is 71% which is an improvement from 66% in the previous year. Timeliness of stage one complaints will remain a focus for the Customer Feedback Team this year.

% Of all stage 1 complaints responded to in timescale	Q1	Q2	Q3	Q4	YTD
	73%	33%	83%	89%	71%

### Stage One Complaint Outcomes:

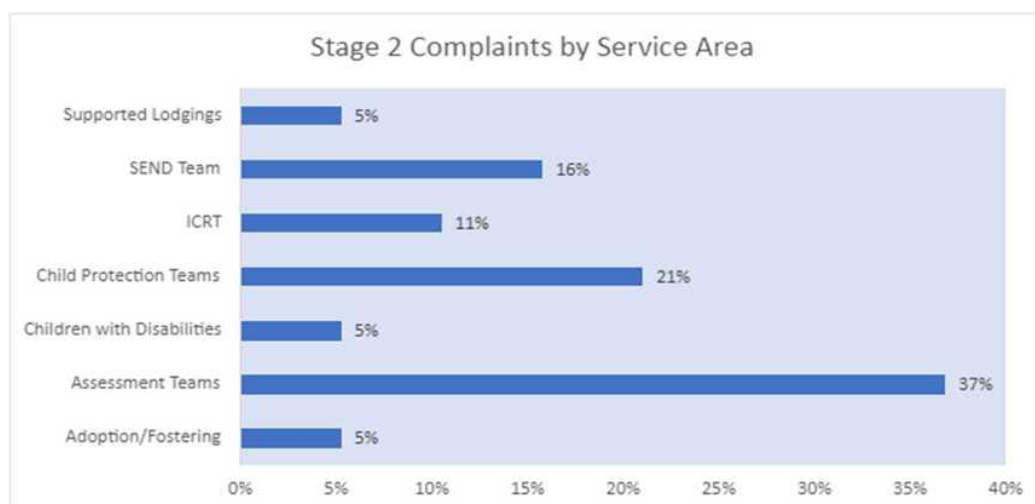
- 7.8. There were 124 elements of complaint identified within stage one complaints that concluded in 2021/22, compared with 179 elements of complaint in 2020/21. The outcomes of all stage one complaint elements for the year are shown below.



- 7.9. Most complaint elements (equating to 80.6%) were not upheld and a further 2.4% were unsubstantiated or not investigated. This is significantly higher than the same period last year where 51% of elements were not upheld.
- 7.10. Of the 124 elements of complaint, only 8 elements (6.5%) were upheld, and those elements related to case management, requests for information or services, a missed visit, inaccurate information, impact of TfC involvement and poor communication. A further 10.5% of elements were partially upheld.

## 8. STAGE TWO COMPLAINTS AND STAGE THREE REVIEWS

- 8.1. Overall, the number of stage two complaints has increased by 1 when compared to last year, however the number of stage two elements investigated this year has significantly reduced by 84% suggesting learning and improvement actions are having a positive impact for our customers.
- 8.2. The slight increase in stage two complaint numbers is reflective of the increase in 'not upheld' complaint elements at stage one of the process, (equating to 80.6%) as a customer can choose to escalate their complaint if they do not agree with the outcome or would like further investigation into their concerns.
- 8.3. The chart below shows the number of all stage two complaints received by service area.



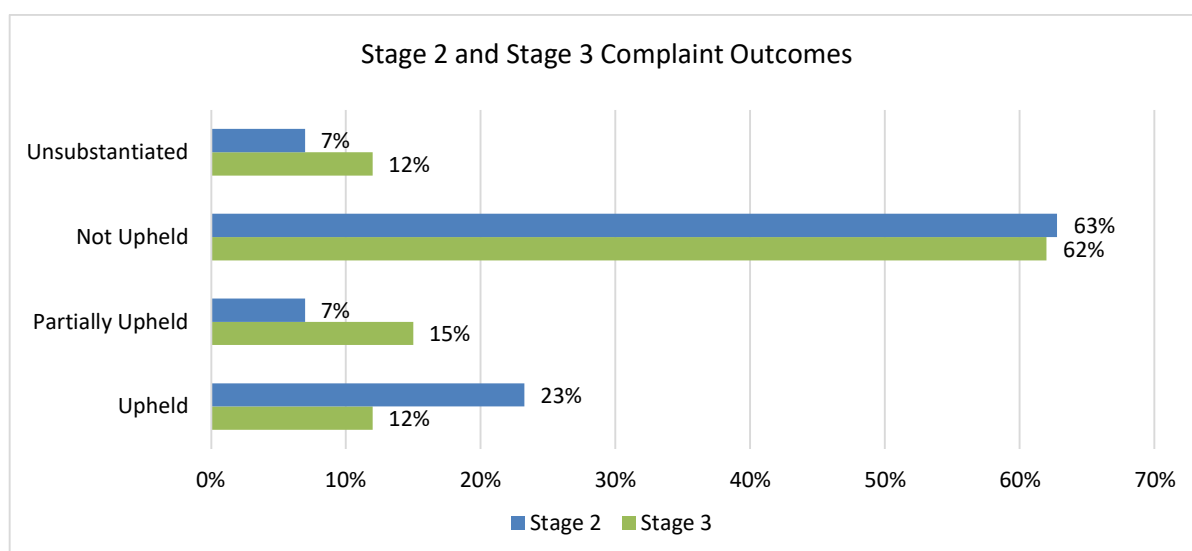
- 8.4. Of the 16 stage two complaints received, 37% related to the Assessment Teams, 21% to Child Protection Team and 16% to SEND Teams.
- 8.5. The top themes for stage two complaints related to lack of support, case management and decision making which reflects the increase at stage one but there has also been an increase in complaints relating to EHCP/SEND issues this year.

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

- 8.6. In 2021/22, 14 complaints concluded (*figures differ to numbers received, as there were complaints open at the start of the year from 2020/21 and complaints that remain open moving into 2021-22*). 10 of the stage two complaints related to children's social care and 4 were corporate complaints. 9 of the stage two complaints were completed within the 65 working-day timescale (64%). This is a significant improvement compared with 2020/21 where only 2 (12%) of stage 2 complaints were completed in timescale.
- 8.7. The average days taken for investigation and adjudication of the complaints was 61 working days: down from an average of 111 working days in 2020/21. This improvement is due to the changes that were made to the complaints process. The changes streamlined the process to improve the customer journey and realigned timescales and resources for the adjudication task. This will continue to be an area of focus for the Customer Feedback Team in 2022/23.

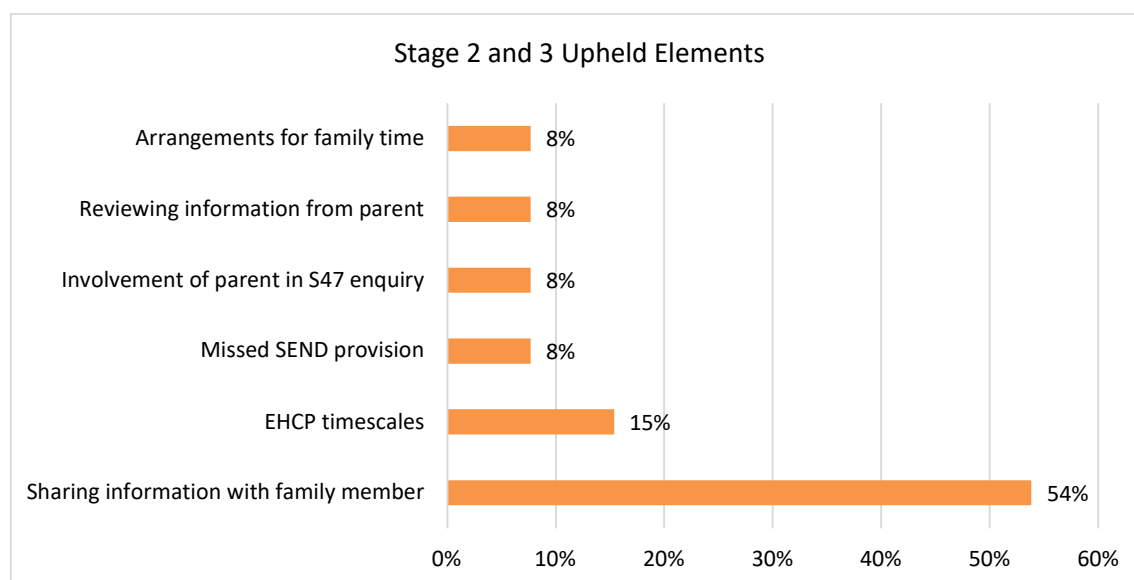
#### Stage Two and Three Complaint Outcomes

- 8.8. There were 48 elements of complaint identified within all stage two complaints that concluded in 2021/22 and 34 elements concluded at stage three. Two of Stage three Review Panels related to complaints from our previous complaints processes before they were refreshed in February 2021. The outcomes of stage two and three complaint elements for the year are shown below.



- 8.9. At stage two, most complaint elements equating to 63% were not upheld and a further 7% were unsubstantiated. 7% of elements were partially upheld and 23% were upheld.
- 8.10. At stage three upheld elements equated to 12% with a further 15% partially upheld. 62% were not upheld and 12% were unsubstantiated.
- 8.11. Since April 2021, of the 34 elements that went to Stage three panels, only six outcomes changed; two changed from not upheld to partially upheld, two changed from partially upheld to upheld, one changed from not upheld to unable to prove or disprove and one changed from partially upheld to upheld.

8.12. The main subject areas of elements upheld at stages two and three are as follows:



8.13. In comparison to previous years, there are fewer subject areas at stages two and three due to the significant reduction in complaint elements this year. The above chart shows that most upheld elements at stages two and three related to sharing information with family members. Although this equated to 54% of the upheld complaints, the numbers are smaller, equating to 7 elements. 15% of upheld elements related to EHCP plan timeliness at stage two of the complaints process.

8.14. Although the numbers are much lower to draw out definitive themes for improvement, the upheld elements are reviewed by relevant senior management teams. The Customer Feedback Team identifies any reoccurring complaint elements and feeds this back to managers through regular reporting.

## 9. OMBUDSMAN REFERRALS

9.1. Ten complaints were highlighted to the Customer Feedback Team in 2021/22 by the Local Government and Social Care Ombudsman. The outcomes are summarised below:

3 - rejected by the LGO

1 - investigation not required

1 - not upheld

1 - investigation ongoing

4 – were upheld in agreement with TfC complaint outcomes however 2 received a small additional payment for time, trouble, or distress and 2 received additional compensation payments. The compensation related to missed SEND respite provision, one dating back to 2017.

## 10. COST OF COMPLAINTS

10.1. The total cost of investigating claims this year was £16,415 compared to £80,073 in the previous year. As per the new complaints process, all stage two investigations (where possible) are undertaken by TfC Investigating Officers rather than using external allocations, resulting in a significant saving. The costs therefore relate to the external recruitment of Independent Persons who work alongside the Investigating Officers in line with statutory guidance.

- 10.2. The compensation costs paid in relation to upheld complaints this year is £28,415. As described in the 6-monthly report, this is significantly higher than previous years due to a complaint dating back to 2017 whereby a large payment of £19,300 was made to remedy lost care provision of 3.5 years dating back to 2017.

## **11. PERSISTENT & UNREASONABLE COMPLAINANT BEHAVIOUR**

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

## **12. LEARNING AND IMPROVEMENT**

- 12.1. We continue to drive improvement from learning from the complaints and compliments raised. An action plan is maintained by the Customer Feedback Team which includes actions and recommendations from stage two investigations and stage three panels. The action plan is closely monitored by the team. Reminders are sent to managers with responsibility for the recommendations each month and reported into Senior Management Team meetings to ensure that the learning is shared across the whole service.
- 12.2. We have seen positive impacts from implementing recommendations identified following Stage two complaints and Stage three Review Panels through continued reductions in complaint numbers at stage one, a significant reduction in the number of complaint elements at all stages and a reduction in the reoccurring themes from last year.
- 12.3. We have continued to work with services to improve timeliness and responding more proactively to customer concerns. Although there is still work to do to improve timeliness, we have received positive feedback from customers confirming that concerns are being resolved at an earlier stage and therefore customers are not having to proceed through the lengthier stages unnecessarily.
- 12.4. The Customer Feedback Team will continue to proactively work with services to analyse arising themes to identify learning and improvement opportunities. The Customer Feedback Team is also focused on developing skills with its team and training arranged for 2022 includes the LGO Effective Complaints Handling training in July and a 3-day Complaints Handling and Investigations training to achieve a BTEC Level 5 qualification in June 2022.
- 12.5. A new Customer Feedback Officer joins the team in May 2022 to further strengthen our resources dedicated in the early initial contact stage and to ensure our Stage 1 complaint responses are robust and as timely as possible, to offer our customers the best possible service to resolve their concerns.

**CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE    7 JULY 2022**

**ANNUAL WORK PROGRAMME 2022/23**

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

**1. Purpose of the Report**

- 1.1 The purpose of the report is to consider issues for inclusion in the work programme of the Committee for the municipal year 2022/23.

**2. Background**

- 2.1 The work programme is designed to set out the key issues to be addressed by the Committee during the year and provide it with a timetable of work. The Committee itself is responsible for setting its own work programme, subject to the coordinating role of the Scrutiny Coordinating Committee.
- 2.2 To be most effective, the work programme should provide a basis and framework for the work of the Committee, while retaining sufficient flexibility to respond to any important issues that emerge during the course of the year. The work programme is therefore intended to be a working document that the Committee can develop and refer to throughout the year.
- 2.3 In order to ensure that the Committee is able to undertake all of its business and respond to emerging issues, there will be scope for additional meetings or visits not detailed in the work programme.
- 2.4 The remit of the Children, Education and Skills Scrutiny Committee covers the following:-

*To review and scrutinise any matter relating to the service performance and commissioning for children, young people and their families including Safeguarding and Child Protection, Family Support and Children's Social Care, Corporate Parenting, Educational Attainment and Skills, Relationship with Schools and Youth Services.*

- 2.5 The work programme should reflect the remit of the Committee and the need to balance its responsibility for undertaking scrutiny, performance management and policy review (where necessary). The work programme should also reflect and be aligned to the key priorities of the Council as set out in documents such as the Sunderland Strategy and Corporate Plan.

**3. Draft Work Programme 2022/23**

- 3.1 On 9 June 2022, the Committee held a work programme development session to discuss the issues to be considered in the year ahead.
- 3.2 At this meeting, Reference was made to the importance of the work programme looking at the issues from a child-based perspective, placing the

child at the centre of the Committees work. This included looking at the links and correlations between the often complex issues affecting the outcomes for children and young people. For example, the influence of early years on a child's well-being, educational attainment, mental health, the incidence of anti-social behaviour and youth unemployment.

- 3.4 Themes should include identifying any gaps in provision and consider how resilient our services are in the face of increasing demand and constrained resources. Also, the ways we can promote greater inclusion and influence the actions of our partners.
- 3.5 It was agreed that the Committee should make greater use of task and finish groups where these are considered most appropriate. It should also consider including the representation and involvement of young people at meetings.
- 3.6 It was felt that there should be more background and preparation before items are submitted to the Committee.
- 3.7 The table below provides details of the issues considered for inclusion in the work programme:-

<b>Regular Work Programme Items</b>	
Children Education and Skills Scrutiny Committee Work Programme (Monthly)	To receive the committee's work programme outlining future meetings of the committee and the items scheduled for those meetings.
28 Day Notice of Key Decisions (Monthly)	To consider the Council's 28 Day Notice of Key Decisions.
<b>Item Raised in Workshop Session</b>	
<b>TfC Evaluation</b>	To consider issues and priority areas arising out the TfC Self Evaluation
<b>TfC Performance Information and Complaints</b>	<p>To identify indicators which would benefit from a deep dive to get behind the figures and gain a greater understanding of the issues involved.</p> <p>To receive a periodic report on compliments and complaints received</p>
<b>Education</b>	<p>The White Paper Opportunity for All will affect children, families, schools and the role of local authorities. The Committee could look at implications in greater details possible by way of a Task and Finish Group.</p> <p>To consider the action being taken to catch up on lost education due to the Covid pandemic and which programmes are most effective, particularly for SEN pupils.</p>



	<p>To consider the action being taken to address the number of children missing or not going to school. To consider the level of school exclusions</p> <p>To look at specific areas of the SEND Improvement Plan in greater detail, possibly by way of a task and finish group.</p>
<b>Training and Apprenticeship Opportunities</b>	<p>How can we best ensure that care experienced young people can access the training and apprenticeship opportunities available to them</p> <p>Understand the measures available and the action being taken to reduce the number of young people not in education or training.</p>
<b>Consultation with LGBTQ+ Community</b>	<p>To meet with the representatives of young people from the LGBTQ+ community in order to hear their views on issues such as the level of support in schools.</p>
<b>Safeguarding of Children</b>	<p>To consider the implications for the Council of the National Panel review of Child Protection</p>
<b>Future Provision of Services for Children requiring Specialist Support</b>	<p>Consider the future provision of services for the increasing number of children requiring specialist support, given the resource implications moving forward.</p>
<b>Speech Disorder and Language Disorder in Early Years</b>	<p>Understanding of issues, prevalence, and existing provision for this service.</p>
<b>Childhood Obesity</b>	<p>How can we better promote healthy eating among young people. Also, the influence of exercise and sporting provision.</p>
<b>Child Refugees</b>	<p>The support available for Ukrainian children and their families in our schools and communities.</p>
<b>Early Help</b>	<p>To understand the role of Family Hubs as part of integrated family service ensuring families with children and</p>

	young people aged 0-19 receive early help to overcome a range of difficulties and build stronger relationships.
<b>Corporate Parenting</b>	To consider the outcomes and quality of TfC children's residential provision across the City, and how the council supports children who live in them.

- 3.4 A draft Scrutiny Work Programme for 2022/23 is attached as **Appendix 1**.
- 3.5 It should be noted that the work programme is a 'living' document and can be amended throughout the course of the municipal year. Any Elected Member can add an item of business to an agenda for consideration (Protocol 1 within the Overview and Scrutiny Handbook outlines this process).

#### **4. Recommendations**

That the Scrutiny Committee consider the feedback from the work programme session and consider the issues for inclusion in the work programme for the coming year.

#### **5. Background Papers**

None

REASON FOR INCLUSION	9 JUNE 22 (INFORMAL MEETING)	7 JULY 22	8 SEPT 22	6 OCT 22	3 NOV 22	1 DEC 22	5 JAN 23	2 FEB 23	2 MARCH 23	30 MARCH 23
Policy Framework/ Cabinet Referrals and Responses										Scrutiny Annual Report – 22/23
Scrutiny Business	Work Programme 2022/23	Consultation with LGBTQ+ Community	Corporate Parenting  TfC Performance Report – Areas Deep Dive  SEND – Areas for Deep Dive	Early Help - role of Family Hubs as part of integrated family service ensuring families with children and young people aged 0-19 receive early help)  Child Refugees - support available for Ukrainian children and their families in our schools and communities	Safeguarding of Children (To consider the implications for the Council of the National Panel Review of Child Protection	Speech Disorder and Language Disorder in Early Years  Future Provision of Services for Children Requiring Specialist Support	Child Obesity – (Incl How can we better promote healthy eating among young people. Also, the influence of exercise and sporting provision)	Schools Update (incl implications of the White Paper Opportunities for All. The action being taken to catch up on lost education due to the Covid pandemic and which programmes are most effective, particularly for SEN pupils)	Training and Apprenticeship Access for Care Experienced Young People  The measures to reduce the number of young people not in education or training.	
Performance / Service Improvement		TfC Self – Evaluation (Jill Colbert)  Children Services Customer Feedback					Children Services Customer Feedback			
Consultation / Awareness Raising		Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 23-23	Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 22-23	Notice of Key Decisions  Work Programme 22-23	



## CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE

### NOTICE OF KEY DECISIONS

### REPORT OF THE SCRUTINY AND MEMBERS' SUPPORT CO-ORDINATOR

#### 1. PURPOSE OF THE REPORT

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

#### 2. BACKGROUND INFORMATION

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

#### 3. CURRENT POSITION

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

#### 4. RECOMMENDATION

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

#### 5. BACKGROUND PAPERS

- Cabinet Agenda

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

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

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
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	14 July 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
210709/612	To authorise the Executive Director of City Development to deliver the Washington F-Pit Museum Heritage Visitor Centre and Albany Park Improvement project, including the procurement of consultants and contractors.	Cabinet	Y	During the period 14 July to 30 September 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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210728/613	To seek approval for strategic land acquisitions in Sunnyside, Sunderland.	Cabinet	Y	14 July 2022	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 City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220207/690	To approve the sale of the former Alex Smiles site and to undertake required remedial works.	Cabinet	Y	14 July 2022	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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220106/682	To give consideration to the Draft Bus Enhancement Partnership Plan and Scheme	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220413/697	In respect of the Local Cycling and Walking Infrastructure Plan, to consider adoption of the final document.	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220421/701	To approve a scheme for Structural Maintenance of Newcastle Road Bridge	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>



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220504/710	To agree to the acquisition of property at Crowtree Road/Maritime Terrace, Sunderland.	Cabinet	Y	14 July 2022	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220511/711	To approve the UKSPF and Multiply Investment Plans, including submission to Government, procurement and delivery arrangements, accepting Government grant funding agreements, and issuing local agreements to third parties	Corporate Services in conjunction with Children's Services	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220511/712	To approve the Local Council Tax Support Scheme.	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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220511/719	Capital Programme First Review 2022/2023 (including Treasury Management)	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220511/720	Revenue Budget First Review 2022/2023	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220414/698	To approve the approach to equalities for 2022-2026, including the statutory equality objective.	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220504/709	To approve a Tree Management Policy and a procurement process for specialist support in delivery	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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220513/713	To seek Cabinet approval to the disposal of South West Lodge, Mere Knolls Cemetery, Dovedale Road, SR6 8LW.	Cabinet	Y	14 July 2022	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220524/714	To agree to the grant of an option to sell property at Richmond Street, Sheepfolds, Sunderland.	Cabinet	Y	14 July 2022	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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220607/715	To approve a Tree Management Policy and a procurement process for specialist support in delivery	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220607/716	To seek approval for amendments to, and implementation of, Cemetery and Crematorium Regulations and a range of service enhancements as part of the Improvement of Bereavement Services	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220609/717	Authorise the Director of Children's Services to commence the statutory processes required to amend the age of admission at Thorney Close Primary School.	Cabinet	Y	14 July 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <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
220615/718	To Seek Cabinet Approval for the Letting of Unit 6, International Drive, IAMP, Washington, SR5 3HX	Cabinet	Y	14 July 2022	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 City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220504/705	To consider and adopt Council's updated Low Carbon Action Plan.	Cabinet	Y	During the period 14 July to 30 September 2022.	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <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
210920/640	To approve land and property acquisitions within the Riverside Sunderland area.	Cabinet	Y	8 September 2022	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 City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>
220207/691	To approve the acquisition of strategic sites in the Commercial Road Area.	Cabinet	Y	8 September 2022	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraphs 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA  <a href="mailto:committees@sunderland.gov.uk">committees@sunderland.gov.uk</a>

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

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

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

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

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

**Who will decide;**

Councillor Graeme Miller – Leader; Councillor Claire Rowntree – Deputy Leader; Councillor Paul Stewart - Cabinet Secretary; Councillor Louise Farthing – Children, Learning and Skills; Councillor Kelly Chequer – Healthy City; Councillor Linda Williams – Vibrant City; Councillor Kevin Johnston – Dynamic City.

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

Elaine Waugh,  
Assistant Director of Law and Governance

15 June 2022