

SCRUTINY CO-ORDINATING COMMITTEE

AGENDA

Meeting to be held in the City Hall (Council Chamber) Plater Way, Sunderland on Thursday 10th March, 2022 at 5.30 p.m.

Membership

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

ITEM		PAGE
1.	Apologies for Absence	-
2.	Minutes of the last meeting of the Committee held on 10th February, 2022 (copy attached).	1
3.	Declarations of Interest (including Whipping Declarations)	-
	Part A – Cabinet Referrals and Responses	
	No items	
	Part B – Scrutiny Business	
4.	Complaints and Feedback	10
	Report of the Assistant Director of Law and Governance (copy attached).	
5.	Performance Management Update – Quarter 3 of 2021/22	44
	Report of the Chief Executive (copy attached).	

6.	Work Programme 2021/22	62
----	-------------------------------	----

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

7.	Notice of Key Decisions	69
----	--------------------------------	----

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

Part C – Health Substantial Variations to Service

No items.

Part D - CCFA/Members' Items/Petitions

No items.

E. WAUGH,
Assistant Director of Law and Governance,
City Hall,
SUNDERLAND.

1st March, 2022.

At a meeting of the SCRUTINY CO-ORDINATING COMMITTEE held in CITY HALL, SUNDERLAND on THURSDAY 10th FEBRUARY, 2022 at 5.30 p.m.

Present:-

Councillor D.E. Snowden in the Chair

Councillors Butler, Doyle, Heron, Hodson, N. MacKnight, Mann, Mullen, O'Brien, P. Smith, D. Snowden and Thornton

Also in attendance:-

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

Mr Nic Marko, Local Democracy Reporter

Mr Jon Ritchie, Executive Director of Corporate Services

Ms Liz St Louis, Assistant Director of Smart Cities, Corporate Services Directorate

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

The Chairman welcomed everyone to the meeting and highlighted the importance of everyone present continuing to wear face coverings to reduce the risk of spreading the COVID-19 virus.

Apologies for Absence

Apologies for absence were received from Councillors Hartnack and D. MacKnight.

Minutes of the last meeting of the Committee held on 19th January, 2022

1. RESOLVED that the minutes of the last meeting of the Committee held on 19th January, 2022 (copy circulated), be confirmed and signed as a correct record.

Declarations of Interest (including Whipping Declarations)

Item 4B.(i) Capital Programme 2022/2023 to 2025/2026 and Treasury Management Policy and Strategy 2022/2023, including Prudential Indicators for 2022/2023 to 2025/2026

Councillor Doyle made an open declaration in relation to Project reference number CP0529 relating to Fulwell Junior School Refurbishment, as a Governor of the School.

Councillor N. MacKnight made an open declaration in relation to Aim High, as a Director of the Academy.

Item 7 – Notice of Key Decisions

Councillor Doyle made an open declaration on item number 210728/613 due to his employer being involved in land acquisition relating to the matter on the notice regarding Sunnyside Regeneration Scheme.

Variation of Agenda

The Chair suggested that item 5 on the agenda be considered prior to item 4 to allow those Officers to leave the meeting and it was:-

2. RESOLVED that the agenda be varied as above accordingly.

Smart City Progress Update

The Assistant Director of Smart Cities submitted a report (copy circulated) on progress being made in delivering the Smart City Vision.

(For copy report – see original minutes).

Ms Liz St Louis, Assistant Director of Smart Cities provided a presentation on the Delivery Programme and the opportunities afforded by the recent BAI Communications Joint Venture announcement in the City as well as other Smart City Early Opportunities in relation to culture, sports and city experience, energy and social value.

Councillor Heron referred to the fantastic opportunities being provided through Assistive Technologies which was changing people's lives.

Councillor Butler commented that it was fantastic to see Sunderland leading the way and that it sounded like it was going to be a resounding success and enquired whether there was a 5G curriculum and whether sensors could be fitted to domestic bins to reduce refuse collections and economise.

In response, Ms St Louis advised that they were working to ensure connectivity right across the City providing an enhanced offer through different companies which would provide greater choice and competition driving down the price point. 5G was a slower burn in that not many people needed it at the moment, but the intention was to drive it across the City. Across the City they were all kinds of waste and they were looking at pain points to see what technology could help with. With regards to the 5G curriculum, they needed to start to talk to students about what 5G was and build it in as a curriculum module to get it embedded.

Councillor D. Snowdon enquired how this fitted in with the plan to be carbon neutral by 2030, because as it was rolled out more people were using the technology. He also asked what the backup would be if the system went down for days and what they were doing around digital inclusion/exclusion.

Ms St Louis commented that this was a hugely important point of any technology and that they would build in what the Carbon Footprint would be if using 5G. The networks they were building had resilience, for example there were two fibre networks into the City Hall and they terminated at different places for insurance.

There would be discounts and benefits and strategies would be adapted as they went around digital inclusion.

Councillor Mullen referred to the target to roll out smart sensors to rubbish bins and enquired whether the smart technology fitted into any other environmental services equipment. Was anybody losing a job with the 5G truck?

Ms St Louis stated that they were just beginning to look at 5 areas where the technology could play a role and wherever they had been colleagues were embracing it. The Chief Officer Group were on board with the technology and appreciated how it could play a part in services. Ultimately technology was changing how we lived our lives and would displace people and so it was important to reskill and redeploy people which could be into jobs which paid better.

Councillor Doyle referred to the rollout of 5G and pointed out that a number of planning applications for 5G masts were being refused by the Council's Planning Department and asked what the Team was doing about this and whether it affected the rollout.

Ms St Louis advised that they would build one mast which all providers could use and they would use existing ducting. The Council was part of a consortia bid to get money from DCMS to put in a digital platform to help operators understand what was available and help reduce the number of masts which she recognised could be ugly looking.

Councillor N. MacKnight said that he was excited about how things were developing and asked who the main parties were the Council was engaging with around the healthcare agenda.

Ms St Louis advised that active conversations were taking place with City Hospitals, the Eye Infirmary, the CCG to get the different partners to understand the benefits. BAI Communications was a global player and it was insightful from others who were using the company how they operated.

Councillor Mann asked for more information as to how Assistive Technologies was progressing and how it was working and enquired in future whether it would work in care homes for residents.

Councillor Mann referred to digital infrastructure and CCTV and commented that she would like to see increased surveillance across the City and asked how 5G would help with all of this.

Councillor Mann referred to the sensors planned for Environmental Services and asked how long this was going to take and what was planned.

Ms St Louis advised that a good presentation on Assistive Technologies had been made to the Health and Wellbeing Scrutiny Committee and could be shared with Members. With regards to CCTV, there was a lot in the City currently however, there was a whole host of tech and this could be looked at and explored. Colleagues in Traffic Management and Winter Maintenance in Environmental Services were looking at opportunities and it was exciting to see.

Councillor Hodson enquired whether the contract with Aurora for Street Lighting would inhibit the Council from doing more exciting things and when the contract was up to.

Ms St Louis advised that there was 7 years left on the contract and the company was working with the Council to adapt things. There were a host of opportunities relating to the use of street lights.

Mr Jon Ritchie, Executive Director of Corporate Services added that this was not just in relation to lighting columns, but a Strategy was being developed and this would be brought back to either this or the Economic Prosperity Scrutiny Committee.

Full consideration having been given to the report and the Chair having thanked Ms St Louis for her attendance, it was:-

3. RESOLVED that the progress being made in delivering the Smart City Vision and the information provided during the discussion be received and noted.

Budget and Service Reports:

A. Collection Fund (Council Tax) 2021/2022

B.(i) Capital Programme 2022/2023 to 2025/2026 and Treasury Management Policy and Strategy 2022/2023, including Prudential Indicators for 2022/2023 to 2025/2026

(ii) Revenue Budget and Proposed Council Tax for 2022/2023 and Medium-Term Financial Plan 2022/2023 to 2025/2026

The Assistant Director of Law and Governance submitted a report (copy circulated) setting out for the advice and consideration of the Scrutiny Committee, a number of reports which were considered by Cabinet on 8 February 2022, on the Revenue Budget and Capital Programme for 2022/2023. An addendum report recommending to Council a proposal to set a council tax requirement which would require a 2.99% increase to the council tax for 2022/2023 (including an increase of 1% in respect of the ringfenced social care precept), was also considered by Cabinet at the meeting on 8 February 2022 and was subsequently tabled at the meeting, for Members' consideration.

(For copy reports – see original minutes.)

Mr Jon Ritchie, Executive Director of Corporate Services proceeded to brief the Committee on the reports and referred Members to the report on the Collection Fund stating that the forecasted deficit for the end of March was broadly in line with what had been estimated.

Mr Ritchie referred Members to the report on the Capital Programme 2022/2023 to 2025/2026 and Treasury Management Policy and Strategy 2022/2023, including Prudential Indicators for 2022/2023 to 2025/2026 and highlighted some of the key areas, specifically paragraph 4.6 the detailed proposals for New Starts, further details for which were included in the table at appendix 2, paragraph 3.4 setting out further proposed revisions in relation to the Sunderland Museum and Winter

Gardens and the International Advanced Manufacturing Park, the totality of the Capital Programme set out at paragraph 4.2, the Prudential and Treasury Indicators 2022/2023 to 2025/2026 at Appendix 4 and the Minimum Revenue Provision Policy Statement 2022/2023 set out at appendix 5.

Councillor D. Snowden referred to the recent rise in interest rates and enquired what insurance policies were in place so that they didn't have to be renegotiated for some projects and the budget relooked at.

Mr Ritchie advised that the vast majority of the Council's borrowing was on a fixed rate. The risk for the Council was if it needed to borrow in a couple of weeks' time. They had borrowed £100m just before Christmas when it had been most advantageous. The other challenge with the Capital Programme was inflation. If inflation rates continued to rise the Council would need to decide whether to put more money in to the Capital Programme or scale it back.

Mr Ritchie referred to the report on the Revenue Budget and Proposed Council Tax and to the Appendix report circulated at the meeting which stated that in summary the Cabinet was recommending to Council a proposal to set a council tax requirement which would require a 2.99% increase to the Council tax for 2022/2023.

Mr Ritchie advised that the Budget reductions figure of £5.8m remained unchanged and that Appendix I of the report set out the full reserves.

Councillor Mullen enquired how the Council Rebate was going to work in respect of the Council Tax Refund.

Mr Ritchie stated that they did not have all the information and were working through the practicalities and awaiting Government guidance.

Councillor Mullen asked whether there was any movement on free replacement bins and whether bigger families could have bigger bins.

Councillor D. Snowden and Mr Ritchie advised that there was a proposal going to be brought forward.

Councillor Mullen enquired whether the intention was to roll out a full fleet of electric bin wagons given the problems they were having with the one vehicle the Council had currently.

Mr Ritchie stated that he was not in receipt of this feedback and it would need to be referred to the service department.

Councillor Mullen enquired how much input the Council had had with regards to the new Crowtree site.

Mr Ritchie reported that various alternatives had been looked at. There was Council funding going in to lever in outside funding and based on what the Council would support. There was still a bit of work to do depending on what the market was, what was viable and it would flex as they were going through the procurement process.

Councillor Mullen enquired what had happened to improve the Port projection.

Mr Ritchie commented that it depended on what ships/containers were coming in and the situation was volatile. They were looking at a longer-term plan to make more use of the land and a more sustainable income stream.

Councillor Mullen stated that last year the Council had stated that the Airshow could not go ahead after being told it could. This year it was not going ahead. Tees Valley had taken a different decision.

Mr Ritchie stated that the Events Team looked at a range of activities to show that something was going on. Victoria French and her team were better placed to give an update on all of this.

Councillor P. Smith stated that the Council had lost 5000 staff over 11 years and was going to lose another 60 this year. She felt that the Council was losing all the experience it had and that this was happening every year. She asked how many staff would be included in the performance area.

Mr Ritchie commented that the only budget areas left were staffing but they were looking to maintain the service. Over the last 10-11 years, spending power had reduced which had resulted in staff reductions.

Councillor Smith commented that people were falling through the tech net gap. They didn't know what they could get or where to access support. She referred to the fact that the Council no longer put the Council Tax leaflet in the envelope with the bill.

Mr Ritchie advised that the Council had not been doing this for 4/5 years as it was a significant cost, but they would always make the information available if people wanted it.

Councillor Heron referred to paypoint and commented that a lot of people in her area were not digitally savvy and that tech was taking over. A major Post Office had closed as well as a bank meaning there was only one bank in the area.

Mr Ritchie stated that since the paypoint service had been introduced there had been 22,000 transactions. He stated that where there was an area where there were concerns, they could look at things to see if there was a workable solution.

Councillor Doyle referred to the Sunderland Arena and commented that it appeared to be being looked at in a piecemeal way with different parts of the City Council involved.

Mr Ritchie advised that they were trying to do things in a combined way with a masterplan. The City Centre was a key focus area and they were developing a plan. He offered to jointly present it with the Executive Director of City Development.

Councillor Doyle commented that Riverside Sunderland had benefitted from this kind of planning.

Councillor Doyle enquired what the funding arrangements were for the BID and what the funding from the BID covered.

Mr Ritchie advised that there was a Council contribution and the Council jointly funded the BID, but the majority of the BID's funding came through from the BID levy

which businesses paid. He stated that he could provide the overall funding position and ask Sharon Appleby, the BID's Chief Executive what the funding covered.

Councillor Hodson referred to the Capital Programme and enquired what was left to spend and where the overlap was with the Crowtree budget. He commented on the state of the paving materials in High Street West, which were in his opinion, poor and enquired whether there was any room to replace them. Environmental Services could not keep them clean.

Councillor Hodson referred to the City Plan and stated that if the Council was providing an improved cultural offer then the budget would need to increase. The Events budget was going down and the Sports and Leisure budget was going up significantly.

Mr Ritchie commented that an additional £1m had been allocated in 2023/24 for when the Culture House opened for x number of staff.

Councillor Hodson commented that it was a problematic way that Sunderland was funding culture as it did not have a single body providing culture services and the Council needed to review how this was managed by having a dedicated post/manager as they were relying on big bids to culture.

Councillor Hodson commented he had been on the Council since 2016 and that the arena was the third proposal for the Crowtree site. It had been a bolt out of the blue as ward Councillors had been given 2 hours' notice and this was not good enough. It was being marketed as a leisure venture, but it was tiny. The Council had pulled down a large leisure venture. The diplomacy and public relations of this was questionable. It was a huge financial risk and it would be good to have some scrutiny of it.

Mr Ritchie stated that there were some benefits of having different bodies in that there were different financial pots, however he acknowledged that it could lead to confusion. He advised that he would take this point back to the Chief Officer Group and the Portfolio Holder, Councillor Williams. With regards to the Arena, there was always going to be a time when they needed to make an announcement and there would be communication sensitivities. He advised that the proximity to residential areas had been considered. The scheme was for a multipurpose facility and was not just a box.

Councillor Mann referred to the Healthy City Capital Programme and the new Day Centre at South Hylton. She stated that this had been announced and the Ward Councillors had not been informed of it beforehand.

Mr Ritchie stated that he would speak to Mr Graham King about briefings to Ward Councillors.

In response to Councillor O'Brien who asked a question regarding the impact of the Council Tax rise on people on low income, Mr Ritchie advised that the equality impact study was done on a case by case basis, depended on what property band a person was living in and what they were eligible for.

Councillor Mullen advised that he would be submitting an alternative budget at the Council Budget meeting and he commented that he wished to raise concerns in respect of the Budget Consultation as to the way some of the questions were worded

and that due to the relatively low number of people who had replied, that the findings should be dismissed. He was mentioning this at the Scrutiny Co-ordinating Committee meeting in acknowledgement of the point the Leader had made in previous years that the Opposition had the opportunity to raise issues at Scrutiny and had not done so until at the Council meeting itself.

Members proceeded to discuss the points Councillor Mullen had made, some taking exception to the suggestion that the findings of the consultation should be dismissed.

Councillor Mullen clarified that he was not dismissing the findings of the consultation but stating that they could not be relied upon due to the sample size.

Mr Ritchie stated that he would agree that the level of consultation was disappointing and suggested that the Committee note the low level of consultation responses and that the Council look to improve this.

Following some further debate, it was:-

4. RESOLVED that the Scrutiny Coordinating Committee acknowledged the financial information presented in the various reports. The Committee noted the ambitious capital programme as presented.

The Committee also recognised that there remained considerable financial pressures on the Council and its services and therefore noted the recommended Council Tax increase for 2022/23, which still needed to be approved by Council. The Committee also noted the proposed budget savings proposals within the reports and the budget consultation, noting the low level of responses from the public and that officers look to improve this response rate during future consultations.

The Committee also noted the comments that alternative group budgets would be tabled at the Council's budget setting meeting.

Finally, the Committee would like to thank Officers and Members for their continued efforts in developing these detailed budget reports and engaging with a variety of stakeholders and had no further comments to make.

Work Programme 2021/22

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated) attaching, for Members' information, the thematic Scrutiny Committee work programmes for 2021/22 and providing an opportunity to review the Committee's own work programme for 2021/22.

(For copy report – see original minutes.)

Councillor Doyle asked that the Master Planning referred to earlier in the meeting be brought forward to a Committee and full consideration having been given to the report it was:-

5. RESOLVED that the above be included in a Scrutiny Work Programme, the Scrutiny Committees' work programmes for 2021/22 and the variations to these work programmes be noted, together with the scrutiny budget position.

Notice of Key Decisions

The Scrutiny, Mayoral and Member Support Co-ordinator submitted a report (copy circulated), providing Members with an opportunity to consider those items on the Executive's Notice of Key Decisions for the 28-day period from 10th January, 2022.

(For copy report – see original minutes.)

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

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

(Signed) D. E. SNOWDON,
Chairman.

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 Elaine Waugh, Assistant Director of Law and Governance, 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 3 of the financial year April 2021 – March 2022 and presents an overview across the full range of complaints and feedback received by the council.
- 2.3 In view of the importance to the council of ensuring an appropriate response is provided to all aspects of customer dissatisfaction it is timely for the Committee to receive an overview of complaints received across all council services.

3. CURRENT POSITION

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

4 RECOMMENDATION

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

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

CORPORATE SERVICES DIRECTORATE

Quarterly Report

Compliments, Complaints & Feedback

**For the period:
October - December 2021**

Introduction

This report from the Complaints and Feedback Team covers Q3 (October - December 2021) and brings together all compliments and complaints received by the Council.

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

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

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

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

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

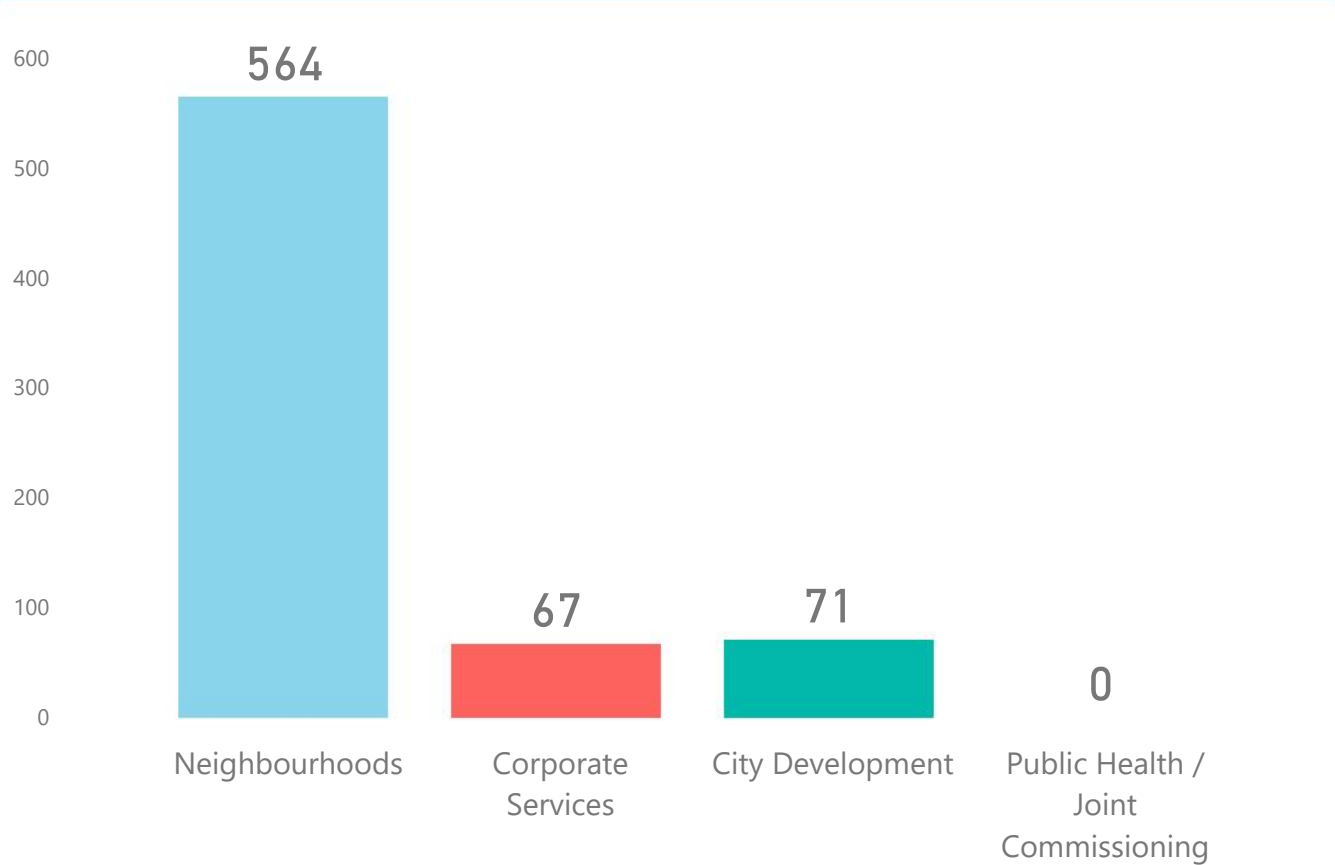
Part B of the report provides information on the different Compliments and Complaints Procedures that are used by the Council to handle customer feedback.

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

Complaints Overview



Corporate Stage One - 702



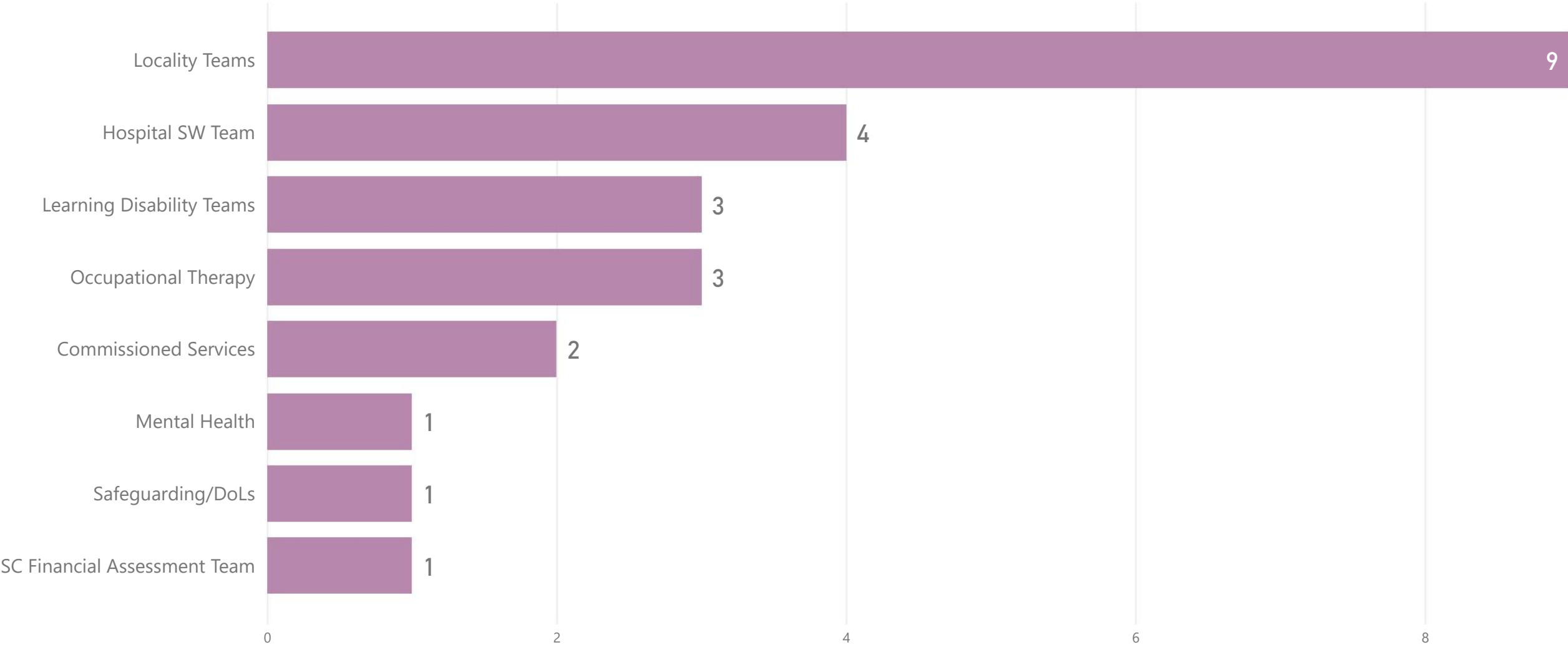
Corporate Stage Two - 13





Complaints Overview

Neighbourhoods - Adult Statutory Social Care - 24



Compliments

Compliments - 235

258

I would just like to compliment the approach and patients thank you for the (OT) who came out to see my dad today. My dad is suffering from Dementia and Alzheimer's and can very easy become agitated and scared when anyone strange come into the home. The OT was excellent with both my dad and mam and treat them with the upmost respect. The OT was able to make me feel very relaxed in using equipment which helped me build my confidence

I would just like to say thanks for all your time and effort. It is different all together now and all thanks to you. Never had we ever had such a quick response. Thanks Again

Customer would like to thank the council for putting new LED lighting in her street. It has really made a difference

I was pleased with the online service and the phone call. The young lady answered all my questions then went on to double check another question all very pleasant indeed.

Customer wants to compliment the pest operative that attended her property. He was reassuring and putting her mind at ease, it has been a traumatic time.

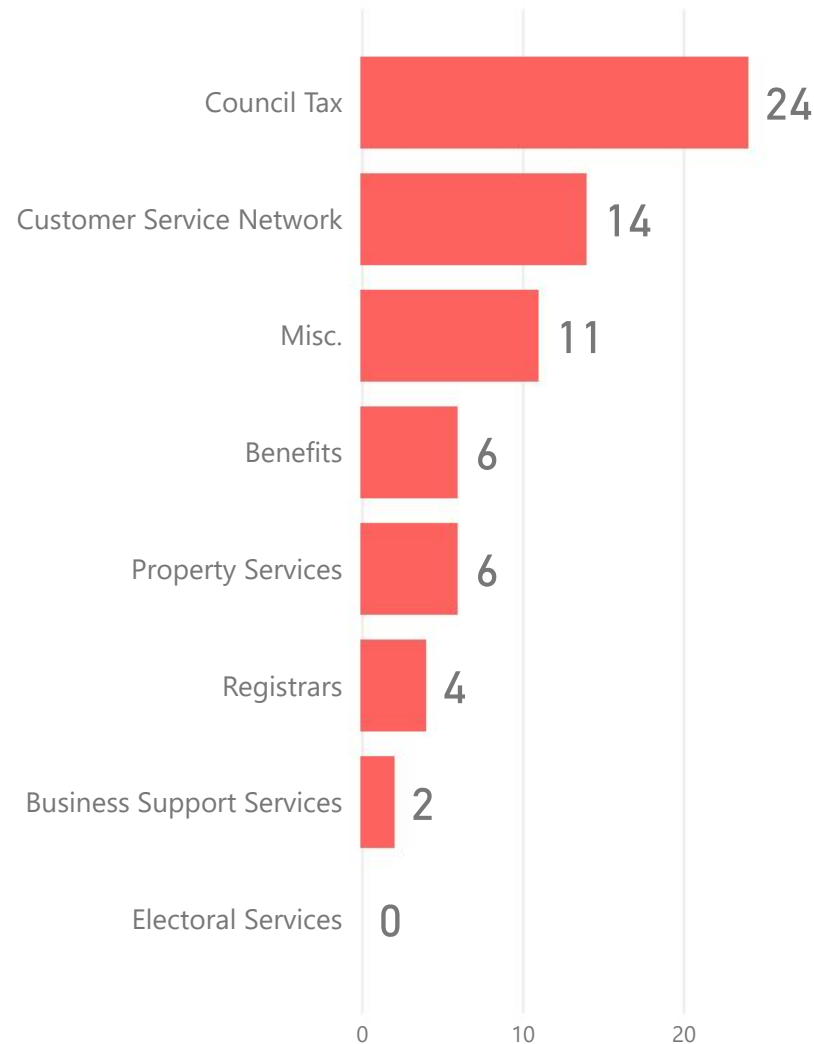
I would just like to compliment the staff at the Waste and Recycling Centre at Beach Street- we've been twice recently and the guys who work there are always so helpful and pleasant. I'd also like to say that the current process of booking a slot is great, it's so much better than just turning up and it being super busy.

Corporate Complaints Breakdown for Stage 1

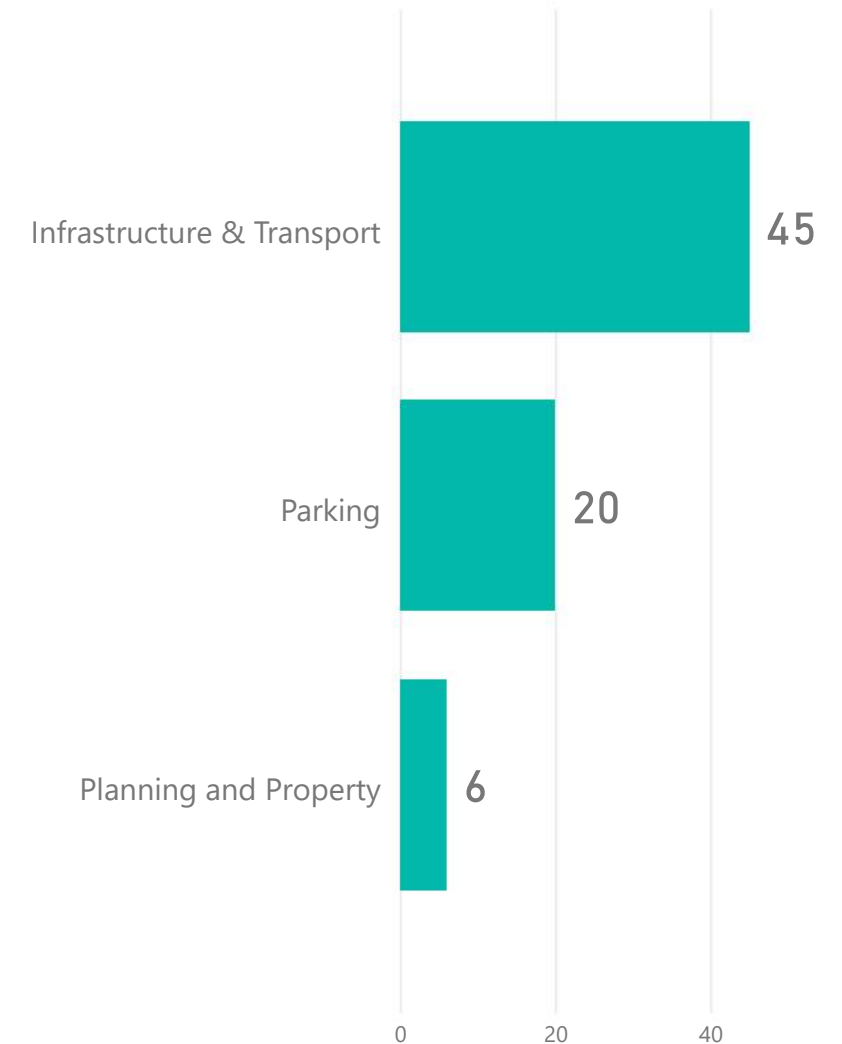
Neighbourhoods - 564



Corporate Services - 67



City Development - 71



PART B

Compliments

Compliments help to indicate what people like best about the services they receive. They also allow the Council to use this information to build those features into its services where possible and this helps it 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 authorities. 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, even if they refer to a service provided on behalf of the Council by another organisation, such as those about Children's Services.

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

Corporate Complaints Procedure

How the procedure works:

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

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

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

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

Statutory Procedures

Health and Social Care Complaints Procedure

Legislation & Regulations

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 provide 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. Complaints should be acknowledged within three working days and arrangements made for an appropriate manager to consider the issues and provide a response to the complainant.

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

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

Sample of complaints received

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

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

Sunderland Care and Support

Sunderland Care and Support is a Local Authority Trading Company, formed in December 2013, wholly owned by the 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 complaints may fall outside this procedure and these complaints are considered as a corporate complaint.

A report from Sunderland Care and Support regarding all complaints received and handled by the service in Q2 is attached as **Appendix 6**

Children's Services Statutory Complaints

Legislation & Regulations

In order to accompany The Children Act 1989 Representations Procedure (England) Regulations 2006, Statutory Guidance was introduced by the Department for Education in 2006 entitled '*Getting the Best from Complaints – Social Care Complaints and Representations for Children, Young People and Others*' to deal with complaints and representations made to Children's Services by children and young people.

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

How the procedure works:

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

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

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

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

Appendix 1: Compliments

Compliments indicate what people like best about the services they receive. The Council may also use this information to build those features into its services where possible and this helps it to continually improve levels of customer satisfaction.

	2019-2020	2020-21	2021-22
Q1 - Apr-Jun	152	245	206
Q2 - Jul-Sep	176	210	235
Q3 - Oct-Dec	120	273	258
Q4 - Jan-Mar	115	181	
	563	909	699

The table below shows the service areas where compliments were received during Q3

	Q3
Adult Services	9
Anti-Social Behaviour	3
Council Tax	4
CSN	134
Environmental Health	9
Environmental Services	73
Events / Derwent Hill / Active Sunderland	6
Highways / Network Management	7
Housing Benefits	6
Misc.	2
Parking Services	1
Planning	1
Registrars & Bereavement	3
	258

A sample of compliments received in Q3

Adult Services

I would just like to compliment the approach and patience, thank you for the Occupational Therapist (OT) who came out to see my dad today. My dad is suffering from Dementia and Alzheimer's and can very easy become agitated and scared when anyone strange come into the home. The OT was excellent with both my dad and mam and treat them with the upmost respect. The OT was able to make me feel very relaxed in using equipment which helped me build my confidence

I just wanted to let you know that mum passed away peacefully this afternoon. Thank you both for all the help and support in dealing with mum's case, I am truly grateful. It certainly made it a lot easier to sort things out, living so far away and during a very difficult time

I would like to thank the social worker for the help and support he has given to the family; he has gone above and beyond and they wanted this documenting and passed over to him

Anti-Social Behaviour Team

I would just like to say thanks for all your time and effort. It is different all together now and all thanks to you. Never had we ever had such a quick response. Thanks Again

Thank you So Very Much for your work on this matter. Thank you. From the bottom of her Heart. And now is So Relieved. That it's all over and done with

City Wide Services

I would just like to compliment the staff at the Waste and Recycling Centre at Beach Street- we've been twice recently and the guys who work there are always so helpful and pleasant I really wanted to pass on my thanks for the great job they do. I'd also like to say that the current process of booking a slot is great, it's so much better than just turning up and it being super busy - some good things can come out of bad situations after all!

Council Tax

really pleased with the way the worker dealt with her query she says he dealt with every aspect in a professional way and was friendly and understanding she feels strongly he should be praised for her positive experience

thank you very much I really, really appreciate your help as I have had to ring loads of people to sort things out for mam and they have not been as helpful as you and you deserve a gold medal and tell your manager.

Customer Service Network

I was enquiring to make an appointment to collect household items. The gentleman I spoke to was very pleasant, polite and very informative. It was lovely to contact a person with an excellent telephone manner.

Couldn't ask for a better service today

I was pleased with the online service and the phone call. The young lady answered all my questions then went on to double check another question all very pleasant indeed.

Sunderland Council are very good to deal with compared with every other council I have ever been in touch with! Well done! The lady I spoke to was helpful, attentive and courteous.

I was pleasantly surprised at the speed my query was resolved. It was never like this before. Subsequently I am greatly encouraged.

Brilliant lady I spoke to. An absolute credit to the council. Thank you so much.

My request was dealt with quickly and professionally and in a very friendly manner.

Very good as I'm partially deaf the lady was very good

Service as always was excellent when I spoke to a member of your staff about a bulky waste collection

I received excellent service during my phone call and would like to thank the lady for her kind and courteous manner.

Derwent Hill

Just wanted to drop you a quick email to say a big thank you to all the staff who made the stay a great one. She's definitely made more happy memories with her new school friends and she couldn't stop talking about it when I went to pick her up.

Environmental Health

Customer wants to compliment the pest operative that attended her property. He was reassuring and putting her mind at ease, it has been a traumatic time.

Environmental Services

Thanks for quickly replacing/ fixing the chains on the swings at the play park at Hylton Castle. he is glad that it has been made after for children in the area to play

Compliment for having done an excellent job removing a dangerous tree today

Customer would like to say thank you very much to the team who cleared the leaves today she reported them yesterday and the team arrived early this morning and have done a very good job

wants to pass on his thanks to the crew that have cleared the lane of rubbish and fly tipping. They were very pleasant and they have done a great job

They came out to sweep the leaves around the area and they did a brilliant job! Would just like to say to keep up the good job as its brilliant

Environmental Services – Bereavement

I wanted to take this opportunity to express my sincere thanks to you and your team for the wonderful service that you provide to the bereaved families of Sunderland. This last 18 months has indeed been unprecedented and challenging for those of us involved with bereavement care. Throughout this time, you and your staff have provided a service that has been exceptional and unlike that of any other council in terms of going the extra mile, keeping us as Funeral Directors informed and making the space as safe and as inviting as possible. Every single member of the team has been exceptional throughout, going above and beyond, however I do feel that a particular mention needs to be made of the cleaner, whose warmth and compassion has been appreciated by all of us who use the crematorium. She is an asset to the team.

Environmental Services – Enforcement

Your service is more than I could ever expect from Sunderland Council and you are a credit to the community and the Council

Big 'thank you' for your out of hours support! It's really appreciated that you were able to help.'

Customer was extremely complimentary about Enforcement Officer who is a 'credit to the team' and a 'fantastic ambassador for the council'

Environmental Services – Refuse

Customer would like to say a big thank you to the bin crew as she has had a knee replacement and the bin crew came up and got the bin for her, she couldn't manage to do this herself today - she has now requested an assisted collection but would like to say thank you for what the bin crew did today she really appreciates it.

Customer would like to say thanks to the bin man that was round this morning, she was struggling to get waste in her bin and he helped her do this - customer would like to say thanks

Has lived at the property 35 years and nothing but praise for the bin crew and wished to pass this on

I would just like to say how nice and lovely our bin men are, they are always lovely and probably don't get enough credit for what they actually do, I would like to say thank you to them

Highways

I put in a notification for a street lamp in my back lane not working. I put in the request to fix early yesterday morning. I noticed this morning when I came out to go to work, it had been fixed. Fantastic quick service! Just want to say a big thank you for sorting so quickly

Customer would like to thank the council for putting new LED lighting in her street. It has really made a difference

Housing Benefits

Thanks very much for all your help and making me calmer

Thank you ever so much you have been wonderful and really put my mind at rest

Planning

Just a quick note to thank you for all your hard work on the planning application. You have made the entire process pain free, even with the various curveballs that came throughout the process! Very much appreciated!

Registrars & Bereavement Services

I really appreciate your support and kindness yesterday.

Would like to thank the Bereavement Services Team for all of their help re purchasing a plot. She said it has taken some time to sort it out because of other family issues, but she is so grateful to the team & that it has given her peace of mind. She said that all of the staff she dealt with were very helpful & pleasant

Welfare Benefits

Thanks for the fridge freezer delivered today - can't thank us enough for what she received and wanted us to know how much she appreciates it

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

There were 9 complaints concluded by the Ombudsman for Q3. The table below shows the number of complaints together with comparative data for the previous year.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	<i>Number of complaints 2021-22</i>
Q1	6	4	4
Q2	11	1	6
Q3	6	7	9
Q4	15	7	
	38	19	19

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

	Q1	Q2	Q3	Q4	Total
City Development	2	-	-		2
Corporate Services	-	1	2		3
Neighbourhoods (Adult Social Care)	-	2	2		4
Neighbourhoods (other)	-	1	1		2
Together for Children	2	2	4		8
	4	6	9		19

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	-		88%
Corporate Services	3	3	-		
Neighbourhoods (Adult Social Care)	4	2	2	2	
Neighbourhoods (other)	2	2	-		
Together for Children	8	2	6	5	
Total	19	11	8	7	

Of the nine complaints received from the Ombudsman in Q3, four were investigated and information on these complaints are set out below. The Ombudsman's reference is included in brackets and the full report can be found on their website; www.lgo.org.uk

Detailed Investigations in Q3 (4)

Together for Children (20 011 849) - a complaint that the Council had failed to properly consider a report made about his children's welfare.

Outcome: *Not upheld - no maladministration. The Ombudsman found no fault with the council.*

Adult Services (20 012 735) - a complaint about the Council's actions in setting up a companion service to improve a relative's (who is deaf) social isolation.

Outcome: *Upheld – maladministration and injustice.* The Ombudsman agreed with the Council's own conclusions that it was at fault and agreed with the Council's proposals to put matters right.

Remedy Action: The Council agreed to pay compensation to the service user for her distress and to the complainant for her time and trouble in pursuing the complaint. The Council agreed it would provide a copy of its revised 'Accessible Information and Communication' policy and would also place the policy on its website. The Council would also consider providing frontline staff training in deaf awareness.

Together for Children (21 002 343) - a complaint that the Council had failed to follow Child Protection procedures, had wrongly shared information, and was biased toward the children's mother.

Outcome: *Upheld – maladministration and injustice.* The Council agreed it was at fault on parts of the complaint and apologised. However, the Ombudsman felt the apology was not a sufficient remedy.

Remedy Action: The Council agreed to make a payment to the complainant to acknowledge the distress its faults had caused.

Together for Children (21 008 759) - a complaint about a safeguarding investigation, court proceedings, and complaint handling.

Outcome: *Upheld – no further action.* The Ombudsman cannot investigate what happened at court which dealt with the child protection case.

Remedy Action: The Council agreed to make a payment to the complainant to acknowledge the delay in the complaint handling.

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 2019-20</i>	<i>Number of complaints 2020-21</i>	<i>Number of complaints 2021-22</i>	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Q1	704	636	807	+27%	97%
Q2	770	804	790	-2%	94%
Q3	684	560	702	+25%	94%
Q4	502	689			
	2660	2689	2299		

The 702 complaints received this quarter are broken down into Directorates in the table below.

	City Development	Corporate Services	Neighbourhoods	Public Health/ Joint Commissioning	Total
Q1	94	67	646	0	807
Q2	89	60	641	0	790
Q3	71	67	564	0	702
Q4					
	254	194	1851	0	2299

Neighbourhoods

Service Area	Q1	Q2	Q3	Q4	Total
Environmental Services	603	600	509		1712
Libraries	0	1	0		1
Access to Housing	9	6	4		19
Anti-social Behaviour	8	10	4		22
Welfare Rights	2	0	0		2
Public Protection	19	18	18		55
Events	1	4	23		28
Misc.	4	2	6		12
	646	641	564		1851

Environmental Services

Complaints in respect of Environmental Services make up 90% of the complaints made against the Neighbourhoods Directorate this quarter. The table below provides a breakdown of the service areas within Environmental Services.

Environmental Services	Q1	Q2	Q3	Q4	Total
Refuse: <i>non/late delivery of bins & caddies/missed bins</i>	477	468	428		1373
Bereavement: <i>maintenance of cemeteries/ crematorium</i>	8	10	6		24
Street Cleaning: <i>fly tipping/dog bins</i>	76	73	41		190
Trees, fixed play, trade waste: <i>grass cutting/ tree pruning</i>	17	23	20		60
Enforcement: <i>Fly tipping/littering/dog fouling</i>	14	10	8		32
Waste Management: <i>Beach Street Depot – staff attitude/permits</i>	11	16	6		33
	603	600	509		1712

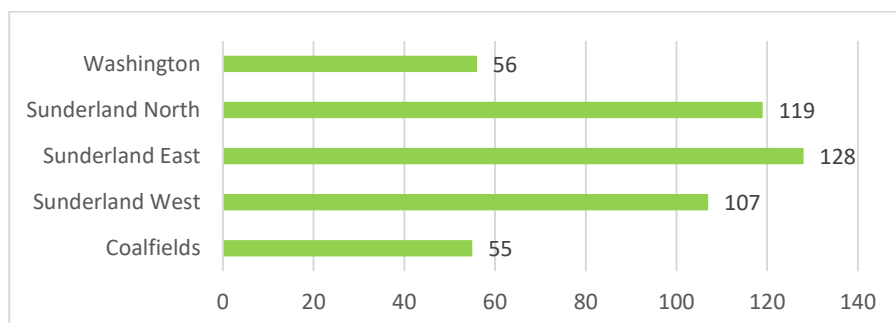
Refuse Complaints

Of the 509 complaints received for Environmental Services, 428 (84%) were about issues to do with refuse collection. This should be viewed in context. In any quarter the Council will service approximately 1.6 million containers, therefore this number of complaints represents only 0.03% of activity for this service area. The table below contains a breakdown of complaints about refuse.

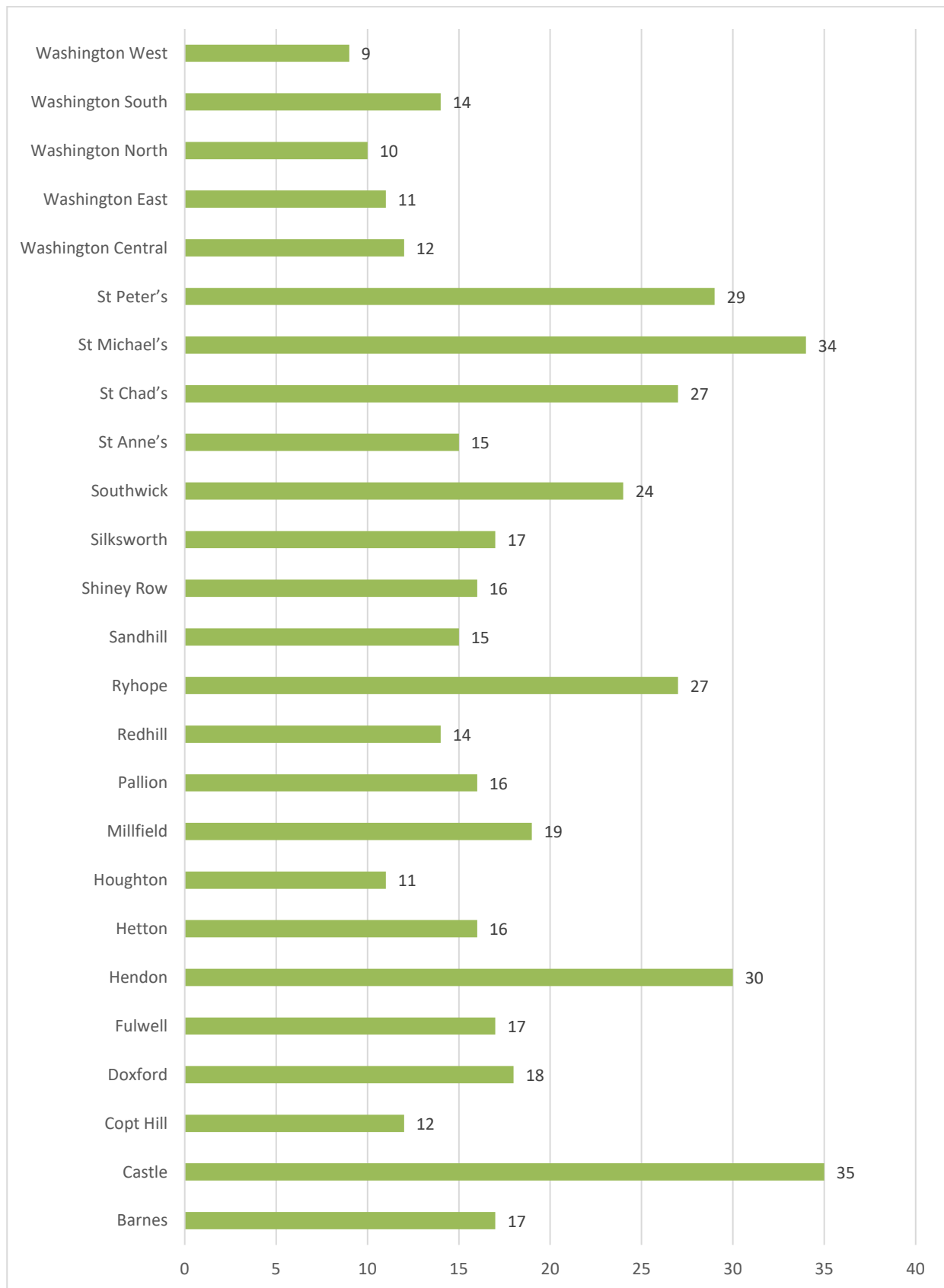
	<i>Number of Complaints for 2019/20</i>	<i>Number of Complaints for 2020/21</i>	Number of Complaints for 2021-22	<i>% change from previous year</i>
Q1	433	419	477	+14%
Q2	464	519	468	-10%
Q3	454	340	428	+26%
Q4	232	398		
	1583	1676	1373	

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

Complaints about Environmental Services by Area Committee



Complaints about Environmental Services by Ward



City Development

Service Area	Q1	Q2	Q3	Q4	Total
Planning & Property	11	9	6		26
Infrastructure & Transport	49	51	45		145
Parking	34	29	20		83
	94	89	71		254

Planning & Property

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

Infrastructure & Transport

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

Parking

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

Corporate Services

Service Area	Q1	Q2	Q3	Q4	Total
Council Tax	9	11	24		44
Customer Service Network	25	10	14		49
Benefits	6	7	6		19
Property Services	4	3	6		13
Business Support Services	2	7	2		11
Registrars	5	7	4		16
Electoral Services	2	2	0		4
Misc.	14	13	11		38
	67	60	67		194

Council Tax

Complaints about this service area were regarding general issues about Council Tax, incorrect information, Business Rates, payment issues and wrong action taken. In this quarter, complaints regarding Council Tax make up 36% of all complaints made regarding Corporate Services and is a significant rise from previous quarters. Recovery action was ceased during the Covid emergency with the last reminders/summonses being sent out from the Council in early 2020. Recovery action recommenced in October 2021 and the spike in the number of complaints reflects the significantly increased level of activity in this area.

Customer Service Network

Complaints regarding the Customer Service Network (CSN) make up 21% of complaints made during this quarter. Again, the number of complaints should be viewed in context. The CSN handled 387,854 contacts this quarter; 14 complaints represent a dissatisfaction rate of 0.003%. Complaints about this service area were regarding staff attitude, lack of communication and general issues around contact.

Stage Two - Review

Where customers remain dissatisfied with the response to their stage one complaint, they can request a review be undertaken by the Complaints and Feedback Team. 11 Reviews have been concluded in this quarter.

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

Stage 2 Reviews	<i>Number of Reviews 2019/20</i>	<i>Number of Reviews 2020/21</i>	Number of Reviews 2021/22	% responded to within 25-day timescale
Q1	5	3	5	60%
Q2	7	6	11	73%
Q3	8	5	13	62%
Q4	11	7		
	31	21	29	

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

Directorate	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for previous full year 2020/21</i>
City Development	3	7	6		16	10
Corporate Services	0	0	0		0	7
Neighbourhoods	2	4	7		13	4
	5	11	13		29	21

Outcome of Stage 2 Reviews

Complaint Outcomes	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for previous full year 2020-21</i>
Upheld in full	1	-	2		3	2
Upheld in part	-	5	3		8	6
Not Upheld	2	6	8		16	13
Unsubstantiated	1	-	-		1	-
Not Eligible	1	-	-		1	-
Withdrawn	-	-	-		-	-
	5	11	13		29	21

Reviews upheld in this quarter (2)

Refuse – *a complaint about a failure to adhere to the assisted collection protocol, issues with staff attitude and a lack of communication regarding the complaint*

Outcome: The review was unable to determine the exact cause of the problem, other than a change in the staff / crews throughout the refuse service had taken place which may have impacted on the provision of the collection. Nevertheless, once an issue had been raised the matter should have been investigated thoroughly and a solution found to prevent the problem re-occurring. This did not happen, and the Council offered its sincere apologies.

Environmental Services (Trees) - *a complaint about a lack of communication regarding a service request and a lack of response to a stage 1 complaint*

Outcome: Given the circumstances of this complaint, the matter was dealt with by the Complaints & Feedback Team as a combined stage 1 (investigation) and stage 2 (review). The investigation/review determined that there had been a breakdown in communication between officers and the customer. There were some mitigating circumstances, for example resource issues within the team, officers on annual leave and some misunderstanding/confusion between officers that responses had been issued. The investigation/review concluded that the service provided had not been of an acceptable standard and the Council offered its sincere apologies. Staff have been reminded of their responsibilities in respect of acknowledging customer contact in a timely manner and responding to complaints within the Council's set timescales.

Appendix 4: Adult Social Care

The table below shows the number of complaints received in Q3 regarding adult social care services, together with comparative data for the previous two years.

	<i>Number of complaints 2019-20</i>	<i>Number of complaints 2020-21</i>	Number of complaints 2021-22	<i>% change from same period last year</i>	<i>% responded to within timescale</i>
Apr-Jun	24	10	18	+80%	56%
Jul-Sep	21	15	27	+80%	37%
Oct-Dec	20	32	24	-25%	50%
Jan-Mar	16	19			
Total	81	76	69		

The complaints were about the following issues.

Nature of Complaints	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for previous full year 2020-21</i>
Actions of worker	1	4	4		9	17
Assessment Disagreement	2	8	2		12	4
Care Practice Issues	3	1	7		11	8
Communication	2	4	1		7	9
Delay	2	4	1		7	4
Equipment Issues	-	-			-	1
Finance	3	5	3		11	14
Lack of Choice	2	-	4		6	0
Quality Issues	3	1	2		6	8
Actions of residents	-	-			-	1
Lack of help/support	-	-			-	10
	18	27	24		69	76

The complaints were made regarding the following service areas.

Service Area Involved	Q1	Q2	Q3		Total	<i>Comparison Figures for previous full year 2020-21</i>
Mental Health Service	1	3	1		5	11
Hospital SW Team	3	4	4		11	5
Learning Disabilities Service	-	5	3		8	9
SW Locality Teams	9	9	9		27	21
Occupational Therapy Service	2	3	3		8	8
Financial Assessment Team	-	1	1		2	4
Commissioned Services	3	-	2		5	17
Financial Safeguarding Team	-	2	1		3	-
Safeguarding Adults/DoLs	-	-			-	1
	18	27	24		69	76

Outcome of complaints

	Q1	Q2	Q3	Q4	Total	<i>Comparison Figures for previous full year 2020-21</i>
Upheld in full	3	5	4		12	13
Upheld in part	3	10	3		16	12
Not Upheld	6	9	9		24	35
NE/WD/OTH**	5	2	4		11	14
Ongoing	1	1	4		6	2
**not eligible/withdrawn/other	18	27	24		69	76

In Q3 there were 4 complaints that were upheld in full and information about these is included below.

- A complaint regarding a delay in the provision of a wheelchair*

The investigation found that the time taken from the initial contact to the handover of the wheelchair had taken 26 weeks, some 8 weeks longer than the national standard. An explanation of why the delay had occurred was provided together with sincere apologies. A review of the arrangements regarding specialist seating provision is to be undertaken by the service area.
- The customer complained that the Council had failed to conduct a full and fair assessment of an application for a Blue Badge and a Concessionary Travel Pass*

Regarding the blue badge the investigation concluded that the initial assessment had failed to understand the complexities of the situation. Following a further detailed assessment the service was satisfied that the criteria for the award of a Blue Badge had been met. Regarding the Concessionary Travel Pass (CTP), the initial application indicated that not all of the criteria were met. The application was passed to the Occupational Therapy Service, where it was subsequently determined that the service user was eligible to receive the award and the CTP was subsequently issued.

The service area is continually working with therapists to help them understand the difficulties faced by people with hidden disabilities when travelling.
- A complaint about the actions of a worker who had not turned up for appointments and had not kept the customer informed*

The investigation found that visits had been either rearranged or not attended on more than one occasion, which understandably had led to a breakdown in trust. Apologies were offered and a new worker was allocated to the case. Measures were also taken by the manager to address the issues identified to prevent any reoccurrence.
- A complaint regarding a lack of carers to support a care package*

Apologies and an explanation were provided to the customer regarding the difficulties at the time in sourcing a care package due to ongoing impact of Covid pandemic. The service worked with commissioning colleagues and care agencies through challenging times, to help support the customer in sourcing a care package.

Appendix 5: Complaints

A sample of stage one complaints received in Q3 is included below. Outcomes for the complaints varied from not upheld, partially upheld and upheld.

City Wide Services

Customer was at Beach Street tip - didn't have the permit and stated the staff there were not patient or understanding.

There is a cockerel in one of the allotments - this is the second lot of cockerels in 11 months now and there has been a cockerel crowing at all hours of the morning.

Council Tax

The service offered for paying council tax online has not been working for a number of months. I have used your automated telephone pay service, but no receipt is given. I have requested a receipt by email but again non has been forthcoming. Why has the service been down for months and why do you not respond to emails informing you of such?

Billing section in Council Tax have not responded to telephone log that was made 3 weeks ago.

I am now being charged a premium for a property which has been unfurnished for 2 to 5 years. This seems very unfair since it is only 5 months since I purchased it and I am being penalised for someone else's neglect of the property.

Customer Service Network

My son's disability blue badge expired. I applied for a renewal and have never even had a response.

Customer had a bulky waste collection and claimed that she contacted the council to change one of the items from chest of drawers to a sofa. The items had not been changed on the list and the crew did not take the sofa.

I rang today for help with gas and electric, the operatives first question was that I should be budgeting my finances, without even taking into my account my circumstances, I suffer from mental health problems and I feel that she could have dealt with this call a little better

My ESA got stopped, as on New Year's Day I became pension age. I rang the council to get a food voucher and was not happy with the woman who spoke to me, she said I have had 7 already and made me feel I was a burden now.

Environmental Health

Customer rang to make an appointment for rats at a property and the appointment was booked for 1 October. Customer has been informed that rat appointments are free from today so would like to know why if the appointment was booked for today why they had to pay.

Customer had booked appointment, but the pest officer had not attended as there was a system error and the request had not gone through, customer unhappy as she waited in all afternoon

I requested for the services of pest control(cockroaches) and paid £123 but your official only attended once to drop traps which did nothing. The condition has grown worse since then. We had to book for another appointment tonight after running out of patience. This type of behaviour is really unacceptable, imagine what we have to endure after paying such ridiculous amounts. It is not fair.

Environmental Services – Bereavement Services

Customer has reported that when she visited Ryhope Cemetery, a gravestone was lying flat, she believes that the staff are responsible. The headstone is old but has never shown any signs that it was leaning.

Complaint about the rules at Bishopwearmouth Cemetery, when the customer first arranged a headstone approximately 15 years ago, they were only allowed to put up a headstone, above a certain height and no surrounding stones were allowed due to access for maintenance of the graveyard - since then all sorts of heights of headstones and surround have been allowed

Environmental Services – Cleansing and Ground Maintenance

The perimeter of Sunningdale School has not been maintained and left to run wild, the trees have overgrown and covered the streetlamps, people are dumping bags household rubbish into the trees

The grass cutters have cut the grass in Easington Lane Cemetery and the big machines have smashed the edging on her father's grave.

Mowbray Park was closed all day today. This is a public park, and you should not have locked all the gates and kept the public from using it. This is not the first time it has happened. The public have a right to access this park otherwise why do we pay council tax?

Appalled at the state of the road outside of Hill View Infant School - the road had not been gritted this morning - we have had snow overnight and the road is extremely icy

Environmental Services – Refuse

I am assisted collections, and my bin was nearly missed today I had to go out and speak to the bin men, I need the service and I'm not being provided with it.

I paid for bulk waste removal of cardboard boxes for today and they are still there, I have been in all day and nothing has come past window from council. They are now soaking wet and an eyesore for other residents

Blue bin not delivered has already been chased up once and escalation form sent, and a note added to say will be delivered but still no bin

Crew keep putting my caddy into the back of the wagon,

You never delivered my new green bin after a second phone call to you about it.

Due to the missed bins in the city centre she believe that that's the reason the students across the way from her are dumping waste in the bin making her get commercial waste notices - not her fault as the students are dumping the rubbish in the bin as there's are always overfull

Non taking of side bags on collection, customer is not happy that side bags aren't take as she says the normally do and have never ran into an issue before

Customers green bin was stolen - she says she cannot afford to order a new one - police advised she could ring with a crime number, however, charge still applies.

Customer has to ring in every collection as the crew are not emptying her brown bin. She thinks she might be the only one in the street to have signed up to the service.

Environmental Services – Trees / Fixed Play, Trade Waste and Commercial

The customer logged multiple jobs over the last couple of years and was informed that the work was going to happen, but nothing has happened, and the customer has chased it up a couple of times since.

Putting a Christmas tree up at 5.30am and using power tools to do it - you could have waited till at least 7am, it's not an emergency so it could have been put up later - there is no need to put a tree up at that time of the morning

Events and Active Sunderland

The booking system for Roker lights this year has been handled poorly. I don't understand the restrictions due to covid? I can go in an arena full of thousands of people but can't walk around a park outside?

Holding an extremely loud fireworks display, which was not low noise as advertised. Not being informed previously about the event. As a result my dogs were both so distressed one of them vomited. I'm sure I'm not the only resident who feels this way.

Highways

Customer paid for dropped curb and has contacted on numerous occasions to chase up and was told would be done after the summer holidays then 2 weeks behind, then six weeks behind then further delays and rang today and told would not start until October.

The paving stones around the city centre are loose and uneven making them dangerous.

Following resurfacing of the street last week, customer has noticed tarmac spotting on her front window, UPVC frames and front door. This has dried hard, and customer is unable to remove it herself.

Licensing

Herrington Country Park open air event on Saturday and Sunday night loud music up until 11.00pm. Disgrace to have loud music on a Sunday night when children have to get up for school in the morning.

Parking Services

Neighbourhood parking permit scheme, I was led to believe that it was for local residents to park their vehicles? Not for business premises or for work. On a regular basis I find myself blocked in or unable to park safely at all at my home address. Also throughout the day cars and taxis coming and going all day parking badly and sometimes dangerously. Again I thought that visitors passes were for occasional visitors and not a 7days a week parking, that lasts sometimes for weeks?

Parking on pavements and double yellow lines and not a thing is being done about it

received a parking ticket in a parking permitted area but the area did not have the information on the street to say he could not park there

Planning

I submitted this email to council officers almost 3 months ago. The email contains my request for responses to specific queries. To date I have received no response whatsoever from any officer within the council. I wish to submit a complaint about the lack of response.

You have not sent out my planning application form rang your planning department twice in the past 4 weeks

Registrars and Bereavement

paid for copy certificates was informed the certificates would be sent out on same day afternoon post first class. not very happy that the certificates are not tracked and feels the service need to look into this has when calling royal mail there are unable to do anything with item not being tracked

Appendix 6: Sunderland Care and Support Care

REPORT TO SUNDERLAND CITY COUNCIL'S SCRUTINY COORDINATING COMMITTEE

SUNDERLAND CARE AND SUPPORT LIMITED (SCAS)

COMPLIMENTS & COMPLAINTS Q3 2021-22 (OCTOBER - DECEMBER 2021) 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

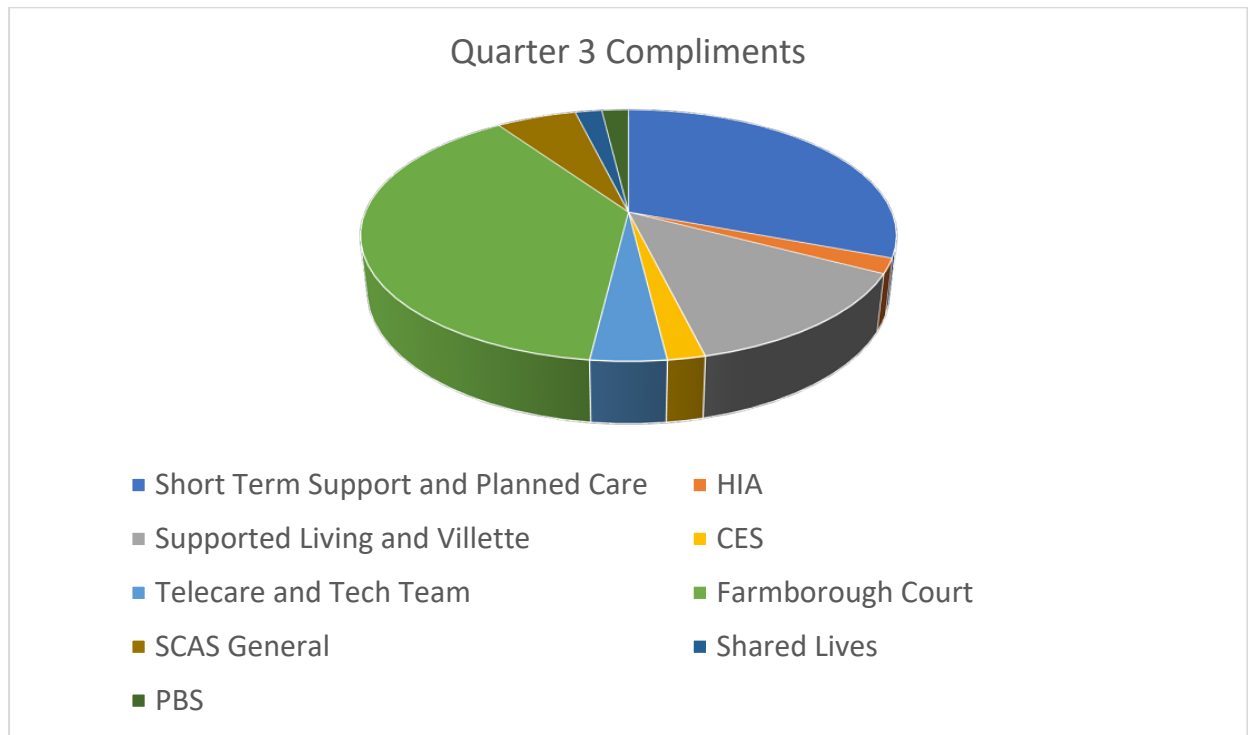
- 3.1 Sunderland Care and Support Limited takes pride in the high-quality services we provide our customers.
- 3.2 We pro-actively welcome both positive and negative feedback from all our customers and view this as our opportunity to learn and to improve; and recognise that such feedback helps us to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

4 COMPLIMENTS

- 4.1 A total of **fifty-two compliments** were received during the period **1st October – 31st December 2021**, representing:
 - around **33%** (13) **more** than were recorded in the previous quarter (39)
 - around **27%** (19) **fewer** than were recorded over the same period, the previous year (71)
 - around **33%** (25.5) **fewer** than the median average of 77.5 per quarter noted for the year April 2020-March 2021
 - and 49% (50) **fewer** than the median average of 102 per quarter noted for the previous year, April 2019-March 2020.

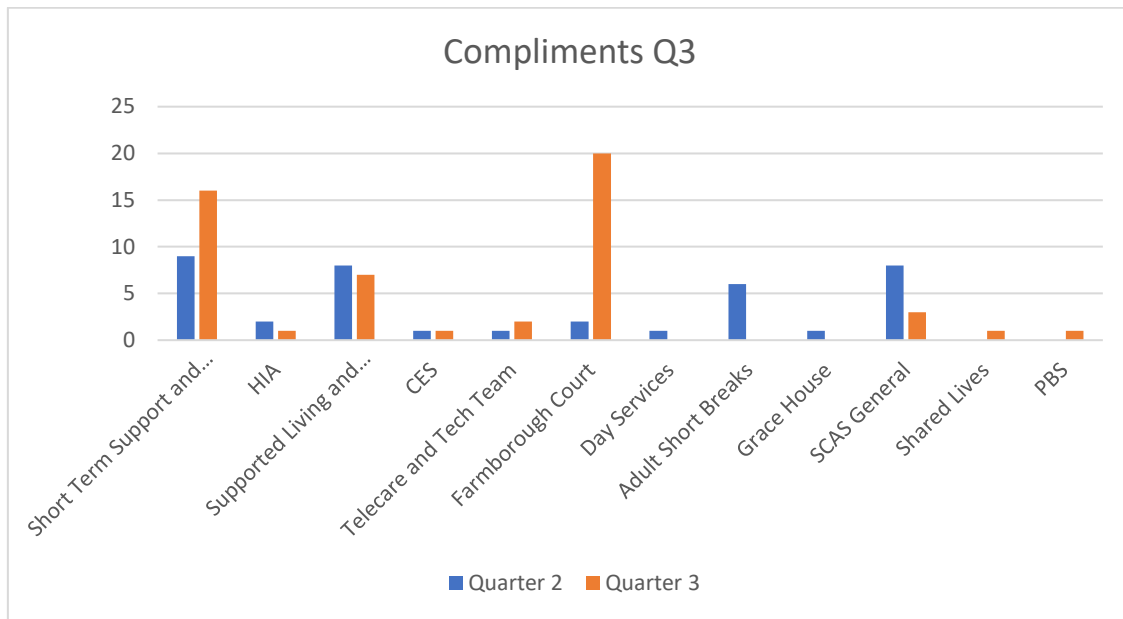
Quarter 3 Compliments Breakdown - Distribution

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



- **Short Term Support and Planned Care:** 16 (31%) – **7 more** than Quarter 2
- **Home Improvement Agency:** 1 (2%) – **1 fewer** than Q2
- **Supported Living and Registered Accommodation:** 7 (13%) – **1 fewer** than Quarter 2
- **Community Equipment Service:** 1 (2%) – **equal** to Quarter 2
- **Telecare:** 2 (4%) – **1 more** than Quarter 2
- **Farmborough Court:** 20 (38%) – **18 more** than Quarter 2
- **Day Services:** 0 – **1 fewer** than Quarter 2
- **Adult Short break Services:** 0 – **6 fewer** than Quarter 2
- **Childrens Short Break Services:** 0 – **1 fewer** than Quarter 2
- **PBS:** 1 (2%) – **1 more** than Quarter 2
- **Shared Lives:** 1 (2%) – **1 more** than Quarter 2
- **SCAS General:** 3 (6%) – **5 fewer** than Quarter 2

4.2 Quarter 2 Compliments Breakdown - Previous Quarter Comparison



It is of note that during the quarter, 50% of Service Areas received more or the same number of compliments as received during the previous quarter, with remaining areas seeing reductions in the number of compliments received.

4.3 Quarter 2 Compliments Breakdown - Synopsis

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

- **Short Term Support** – recognition for the ‘wonderful and professional’ work of the team and the professionalism of staff in finding the customer in need of urgent medical treatment.
- **Home Improvement Agency** - Compliment received from a customer in recognition of the Service provided and the ‘very well mannered’ staff installing her stair lift.
- **Supported Living** – recognition from Sunderland College of the excellent medication processes in place and the ‘amazing’ work of team members, and praise from NTW colleagues for the excellent support provided by the team for their customer, his family, and professionals.
- **CES** – Recognition of the ‘fantastic team’ at CES and acknowledgement of the quality of the equipment delivered.
- **Telecare** – Recognition of the speed and efficiency of the service and the ‘super-helpful’ demonstration of the technology.
- **Recovery at Home / Farmborough Court** – Compliment received from a Farmborough Court customer in appreciation of the support provided, highlighting that ‘staff went beyond their duty’ and from a customer of Farmborough Court and their family, highlighting that the customer had ‘loved her stay and everyone had been so kind and patient’.
- **PBS** – recognition of the ‘fantastic example’ of what PBS had recently achieved for a SCAS customer.

- **SCAS** – recognition from Chairs of the SCAS Board and the SCAS Supported Living Board for the ‘outstanding service’ provided and the ‘tireless work’ of staff members through uncertain times.

Customer Satisfaction Consultations

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

Feedback received from the service-wide customer consultation shared during quarter 3 is currently being analysed and a report prepared.

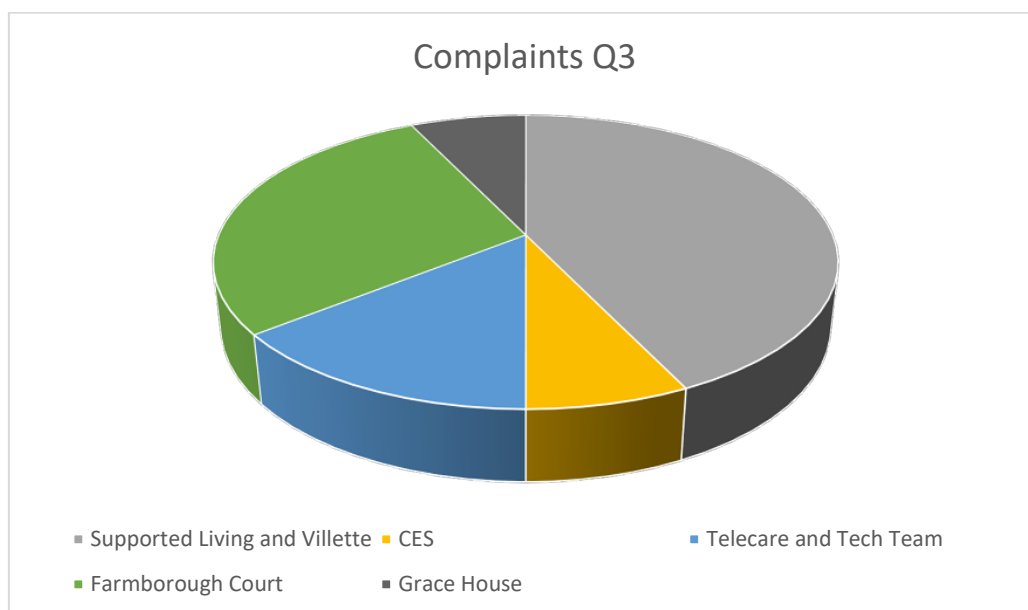
5 COMPLAINTS

5.1 A total of **fourteen complaints** were received by the Company from **1st October – 31st December 2021**, representing:

- around **39%** (9) **fewer** than were recorded in the previous quarter (23)
- **7%** (1) **fewer** than those recorded over the same period, the previous year (15)
- Almost **equal** to the median average of 14.5 per quarter noted over the year, April 20-March 21
- but around **36%** (25) **lower** than the median average of 39 per quarter noted for the previous year, April 2019-March 2020

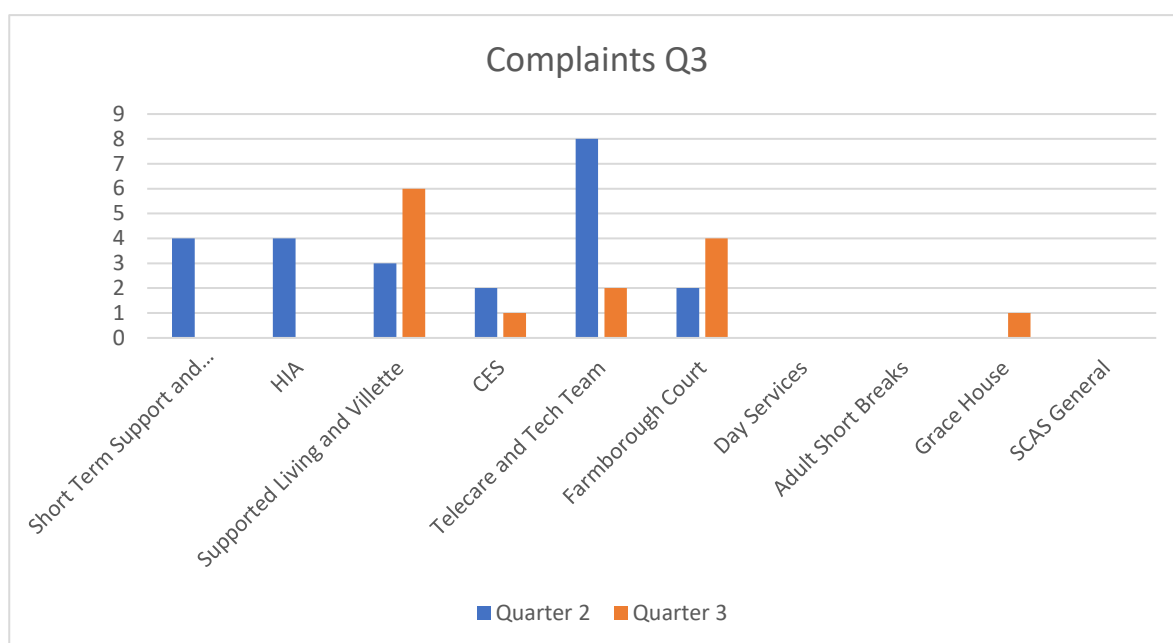
5.2 Quarter 2 Complaints Breakdown – Distribution

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



- **Reablement & Planned Care: 0 (0%) – four fewer** than the previous quarter
- **Home Improvement Agency: 0 (0%) – two fewer** than the previous quarter
- **Supported Living & Registered Accommodation: 6 (43%) – 3 more** than the previous quarter
- **Community Equipment Service: 1 (7%) – 1 fewer** than the previous quarter
- **Telecare: 2 (14%) – two fewer** than the previous quarter
- **Recovery at Home (Farmborough): 4 (29%) – two more** than the previous quarter
- **Day Services: Zero (0%) – no change** from the previous quarter
- **Short Break Services: Zero (0%) – no change** from the previous quarter
- **Children's: 1 (7%) – one more** than the previous quarter
- **SCAS - General: Zero (0%) - no change** from the previous quarter

5.3 Quarter 3 Complaints Breakdown - Previous Quarter Comparison



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

- **Supported Living, Farmborough Court, and Grace House** noted an **increase** in complaints
- **CES and Telecare** noted a **reduction** in complaints
- **Short Term Support, HIA, Day Services and Adult Short Breaks** saw **zero** complaints during the period
- and **no complaints** were noted for **SCAS** generally.

5.4 Quarter 2 Complaints Breakdown - Synopsis

Complaints for the quarter were categorised as follows:

- x4 (29%) related to Customer Service / Service Delivery Standards
- x2 (14%) related to Service Provision / Customer Expectations
- x1 (7%) related to the actions of an external contractor
- x3 (21%) related to restrictions in place due to Covid-19
- x2 (14%) related to customer behaviour and staff intervention
- x2 (14%) were miscellaneous concerns

5.5 Quarter 2 Complaints Breakdown - Resolution

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

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

Of all complaints received during the period, **8 (57%)** of complaints received during the reporting period were **not upheld**, with **4 (29%)** being **partially upheld** and **2 (14%)** being **fully upheld**. All complaints were resolved during the reporting period.

There were four complaints (around 29% of all complaints) requiring (Step 2) Formal resolution, no complaints requiring (Step 3) External resolution and no non-SCAS complaints noted during the period.

5.6 Previous Quarters - Complaints Breakdown - Resolution

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

6 CORPORATE ASSURANCE

- 6.1 SCAS is committed to be a learning organisation, where improvement is led through open feedback and recognising how we can do things better.
- 6.2 Despite the continuing impact of the Global Covid-19 Pandemic and within extremely challenging circumstances, we have continued to operate within the full scope of our Complaints, Comments and Compliments Policy to provide assurance that this is achieved.

6.3 Utilising our monthly Complaint Forums, chaired by our Deputy Chief Operating Officer, and attended by Senior colleagues, all complaints are considered in detail, to identify any common themes and improvement opportunities, and reflect upon and share lessons learnt across the company.

6.4 Some recent examples of themes considered at Forum have included:

- Opening lines of communication to ensure contractors have systems in place to provide services in line with the expectations of both SCAS and our customers.
- Improving communication with family members and professionals to assist customers and their families to fully understand the service that is on offer.
- Listening and learning from customer feedback and reviewing policies and procedures to meet customer expectations while adhering to guidance and legislation.
- Listening and learning from external feedback to nurture and maintain positive relationships with customers local communities, while placing the customers rights and preferences at the forefront of our care provision.

PERFORMANCE MANAGEMENT UPDATE – QUARTER 3 OF 2021/22

REPORT OF THE CHIEF EXECUTIVE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with the Corporate Performance Report for Quarter 3 of 2021/22.
- 1.2 The Senior Manager – Corporate Strategy will attend the meeting to respond to questions.

2. CORPORATE PERFORMANCE FRAMEWORK

- 2.1 A key element of the Council's Corporate Performance Management Framework is to present, on a quarterly basis, an update to the Scrutiny Coordinating Committee on key performance information for consideration and discussion.
- 2.2 The Council's Corporate Performance Management Framework is aligned to the Sunderland City Plan 2019 – 2030.
- 2.3 The City Plan 2019-2030 covers:
 - A Vision for the city and Values for the council which provide the focus for the council's activity
 - Three Key Themes – Dynamic Smart City, Healthy Smart City and Vibrant Smart City - which are used to organise the council's aims
 - A set of Commitments for each Key Theme under which the council's Activities are aligned
 - A Timeline of Activities illustrating the council's actions across all of the Key Themes.
- 2.4 The Corporate Performance Report is aligned to the three key themes of the City Plan (*Dynamic Smart City, Healthy Smart City and Vibrant Smart City*) as well as including additional Council indicators for organisational health / productive & innovative working, financial management and a council ready for the future.
- 2.5 The report sets out the progress made to the end of Quarter 3 of 2021/22, against a City Plan that commenced in 2019 and spans an eleven-year period through to 2030.
- 2.6 Following the City Plan's publication in 2019, the first review was undertaken following the conclusion of performance for 2019/20, as the impacts of Covid-19 started to become apparent. The refreshed plan

was adopted from 1st April 2021. This Quarter 3 of 2021/22 performance report is aligned to the refreshed plan.

- 2.7 A review and assurance process will be undertaken each year, to ensure that delivery remains focused on achieving the plan commitments, and the vision to create a connected, international city with opportunity for all by 2030.
- 2.8 The performance information in these quarterly reports has informed the latest annual assurance. Analysis of the evidence concluded that the plan remains relevant, but given the significant, current focus on tackling global climate change, a related challenge to support the council's and city's commitments in respect of carbon neutrality is included. The City Plan's accompanying Indicative Timeline, that articulates a flavour of key delivery projects and programmes, has also been updated – for adoption from 1st April 2022.
- 2.9 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.

Contact Officer: Beverley Poulter, Senior Manager Corporate Strategy
Tel: 07824 596691
Beverley.Poulter@Sunderland.gov.uk

DYNAMIC SMART CITY

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

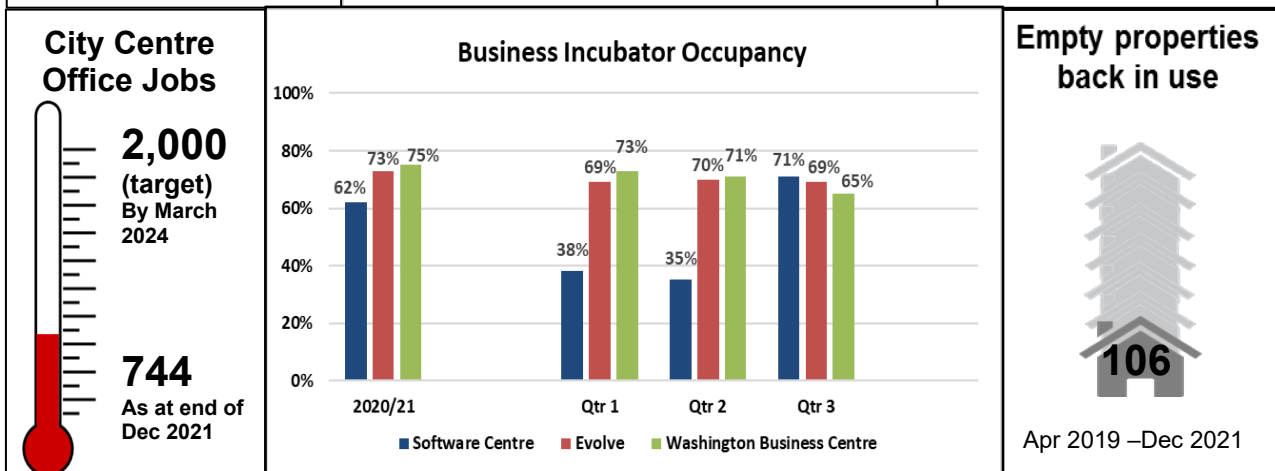
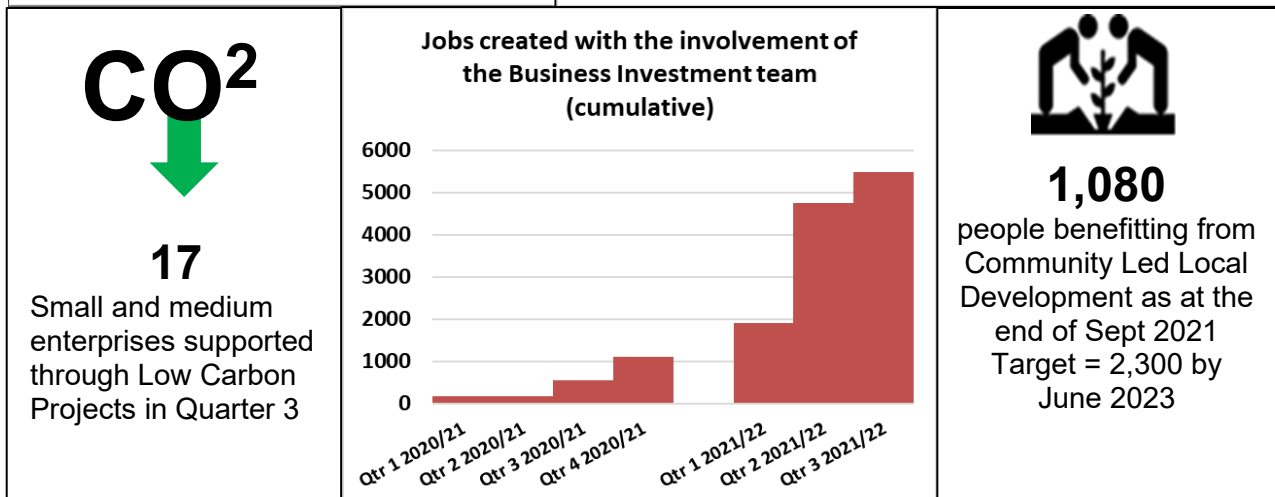
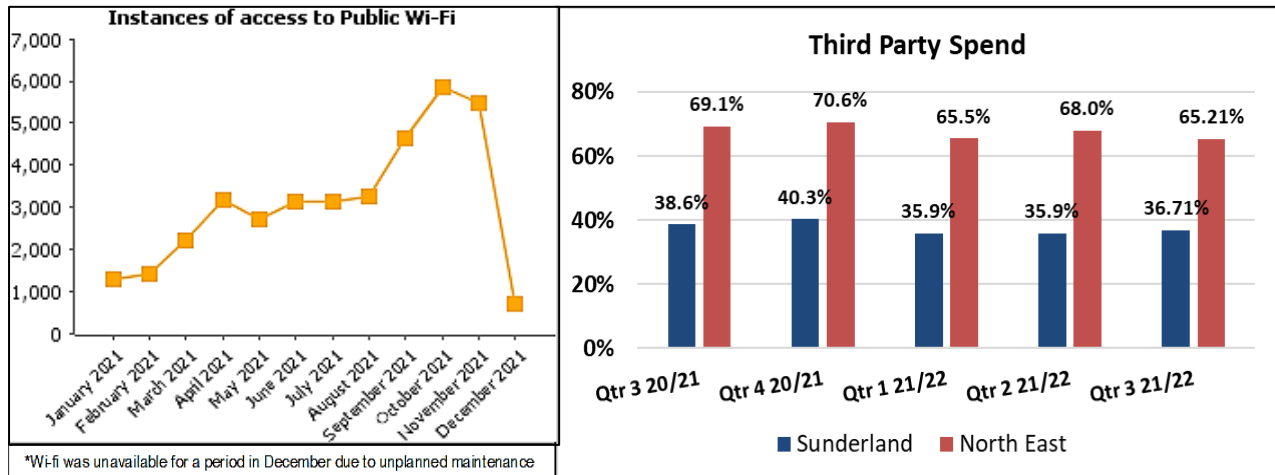


CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
% of properties with ultrafast broadband December 2021: 63.5%	UK 67.6%	Declining (December 2020: 63.6)
CO2 emissions estimates for Sunderland (per capita) 2019: 4.2 tonnes	NE 5.5, England 4.9	Improving (2015: 5 tonnes)
Employment rate Oct 2020 – Sept 2021: 65.9%	NE 70.4%, GB 74.6%	Declining (Oct 2019- Sept 2020: 71.9%)
Proportion of workers earning below Living Wage Foundation rates 2020: 16.1%	NE 22.5%, GB 20.1%	Improving (2016: 26.4%)
Median wage workers 2021: £513.10	NE £539 GB £613	Improving (2017: £493)
% Population NVQ Level 4 qualification 2020: 29%	NE 34.5% GB 43.1%	Improving (2016: 25.9%)
GCSE - % achieving a grade 4-9 in Maths & English 2018/19 (Exams): 58.6% 2020/21 (Teacher Assessed): 69.8% (Exams & Teacher Assessed not comparable)	NE 61.6% England 64.9% NE 70.8%, England 72.2%	Improving (2017/18 57.3%) N/A
Level 3 (A level & equivalent) attainment by age of 19 in 2019/20: 48.5%	NE 50.9% England 57.4%	Declining (2015/16: 52%)
City Centre new homes Qtr. 3 2021/22: 0	N/A	No change (Qtr. 3 2020/21: 0)
People employed in the City Centre 2020: 13,348	N/A	Increasing (2016: 11,882)
Population of the City 2020: 277,846	N/A	Increasing (2016: 277,307)
Net Internal Migration 2020: -403	N/A	Declining (2016: -381)
New homes-built Qtr.3 2021/22: 203	N/A	Declining (Qtr.3 2020/21: 208)
Completed affordable homes Qtr.3 2021/22: 6	N/A	Declining (Qtr.3 2020/21: 24)

COUNCIL LED ACTION & PROGRESS

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



A lower carbon city with greater digital connectivity for all

Our ambition is to lead the way on digital transformation to make Sunderland a Smart City, and through our Smart Cities Strategy we will deliver a range of use cases for smart working and living - with high speed and resilient digital connectivity central to our plans.

The proportion of Sunderland properties with ultrafast broadband had been on a continuous upward trend to the end of Quarter 1, reaching 65.1%. In August 2021, quality checks were undertaken resulting in the figure being reset. The figure is 63.5% as at the end of Quarter 3.

In 2020/21 instances of access to public Wi-Fi in the City Centre showed a variable trend - broadly following the severity of COVID restrictions in place at the time. Since March 2021, figures have been rising, reaching 5,481 in November (more than double the March 2021 position of 2,223 instances). Due to unplanned maintenance full figures for December are unavailable.

With greater digital connectivity there also comes the opportunity to transform our travel patterns, thereby reducing overall emissions. Through our rapid charging station, we continue to support the use of electric vehicles in the city. Transactions were up from 1,094 in Quarter 2 (and from 582 in Quarter 3 of 2019/2020) to 1,572 transactions in Quarter 3.

We are actively working to become Carbon Neutral as a city by reducing our carbon emissions. Previously published data (at 4.2 for the year 2019), showed the CO2 emissions estimate for Sunderland per capita (tonnes per resident) had reduced compared to the previous year (at 4.5) and is lower than both the North East and England.

The Citywide Low Carbon Framework and Council Action Plan were adopted at the end of 2020/21 and is operational. Through the Sunderland element of the North East Low Carbon Support Programme for small and medium-term enterprises (SME's), 17 SME's have been supported in Quarter 3.

Progress has been made on the North East Community Forest with the development of a partnership agreement and identification of sites in Sunderland for planting. The completion of the Connected, Automated Logistics Project (CAL) has been extended to the end of June 2022 due to labour shortages.

More and better jobs

Our focus in our City Plan was on increasing the number of well-paid jobs in the city by promoting growth in key sectors including automotive and advanced manufacturing, financial and customer services, digital and software, as well as increasing professional services in the city centre, and port related activity.

As the Coronavirus pandemic hit in 2020, and persisted into 2021, businesses and employment were impacted. Latest figures on employment show that the employment rate for Sunderland fell to 65.9% for October 2020 to September 2021, from 71.9% in October 2019 to June 2020. Our aim now is to ensure that the city and its residents emerge from the Covid-19 pandemic in a strong and competitive position.

Through these challenging times for business, we've continued to ensure that our Council activity supports the local economy where possible. 65.9% of all Council third party spend was within the regional economy, and £19,371,089 of social value was secured through our procurement projects in Quarter 3.

Onsite works have commenced at Hillthorn Business Park, with main building works on track to commence in Quarter 4. The site is expected to deliver 620,000sq ft of industrial and advanced

manufacturing space and approx. 1,600 jobs once fully developed. It will complement IAMP in supporting the needs of industrial, advanced manufacturing, storage and distribution business.

The Port has had a very successful year in relation to increasing its economic activity which is demonstrated by increased tonnage which rose from 780,371 tonnes in the calendar year 2020 to 953,482 tonnes in calendar year 2021, representing an increase of 22.18%. The increased tonnage has also led to an increase in turnover which is forecast to rise from £6.049m in 2020/21 to £6.895m in 2021/22 which is an increase of 13.99%. By the end of the next quarter, it is anticipated that 2 clients will have taken an option or signed a lease for Port land.

More local people with better qualifications and skills

Through the City Plan, the aim is to ensure that residents' skills and qualifications enable them to secure good jobs that match the needs of employers in key sectors - thus reducing the gap in the median wage between Sunderland residents and Sunderland workers (with the weekly median wage for Sunderland residents being £29.30 lower than that for workers as of April 2021).

Further progress has been made on the delivery of the Community Wealth Strategy, supported by the Community Wealth Charter. Delivery of the Community Wealth Strategy is key to our long-term aspiration of being a real Living Wage city.

Previously published data shows progress has been made with the percentage of workers living below the living wage foundation rate reduced from 26.4% in 2016 to 16.1% in 2020, better than the North East (22.5%) and England (20.4%). New local data shows there are 57 accredited real Living Wage employers in the city and 6,202 workers employed by them.

As the city and its residents emerge from the pandemic, we will seek to ensure residents have the skills to be in a strong and competitive position to access employment. We will continue to focus on tackling the barriers for those least able to access employment through initiatives such as Community Local Led Development.

A stronger city centre with more business, housing, and cultural opportunities

As we recover from the COVID-19 pandemic our aspiration is that Sunderland city centre will drive transformational economic growth with Riverside Sunderland clearly demonstrating our investment ambition. In the long term there will be more people living and working in the City Centre.

Through Riverside Sunderland we aim to create a vibrant new city centre residential community of 1,000 sustainable new homes, promoting more city centre living (previously published annual figures show the City Centre residential population at 3,089). Riverside Sunderland will also comprise of 1 million square feet of modern offices, commercial premises, and other employment space, creating new sites for businesses to grow (previously published annual figures show 13,348 people employed in the City Centre), and it is now home to the Council with the opening of City Hall. At the end of Quarter 3, 744 new city centre office jobs have been created since April 2019.

Riverside Sunderland, along with the wider City Centre will benefit from a new heat and power network in the city centre, with funding awarded in Quarter 3. We continue to progress our plans for a range of physical developments in the city such as the onsite development of Sunderland station and new station hotel. In Quarter 3, central construction started on the station site.

More and better housing

Through our City Plan we seek to ensure that Sunderland offers the opportunities that families and individuals need to achieve their ambitions – with a housing offer that reflects the homes

that people aspire to live in. This includes larger family and high-status homes as well as more affordable homes. This will be achieved through the delivery of key housing sites.

Figures previously published for out migration showed a slowing from a net of -511 in 2019 to -403 in 2020. Whilst the latest figure is higher than the five-year long-term trend figure of -381 for 2016, the 2016 figure was the lowest figure reached before figures declined substantially in 2017 (to -748) and then began reducing year on year. In Quarter 3, there were 246 additional homes in the city (including new and conversions) - of which 151 are in council tax bands C-G.

There have been 6 completed affordable homes in Quarter 3, and in support of our commitment to delivering social housing, we have exceeded our target to deliver 62 affordable homes built to let by the end of December 2021. An affordable Homes Plan is now in place.

Alongside this, we are committed to ensuring that the housing we have is of quality - with 8 empty properties brought back into use in Quarter 3 (taking the total since April 2019 to 106), and 176 privately rented properties inspected for hazards. Action has been taken by officers to work with property owners which has seen 2 Category 1 hazards resolved in the quarter.

HEALTHY SMART CITY

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

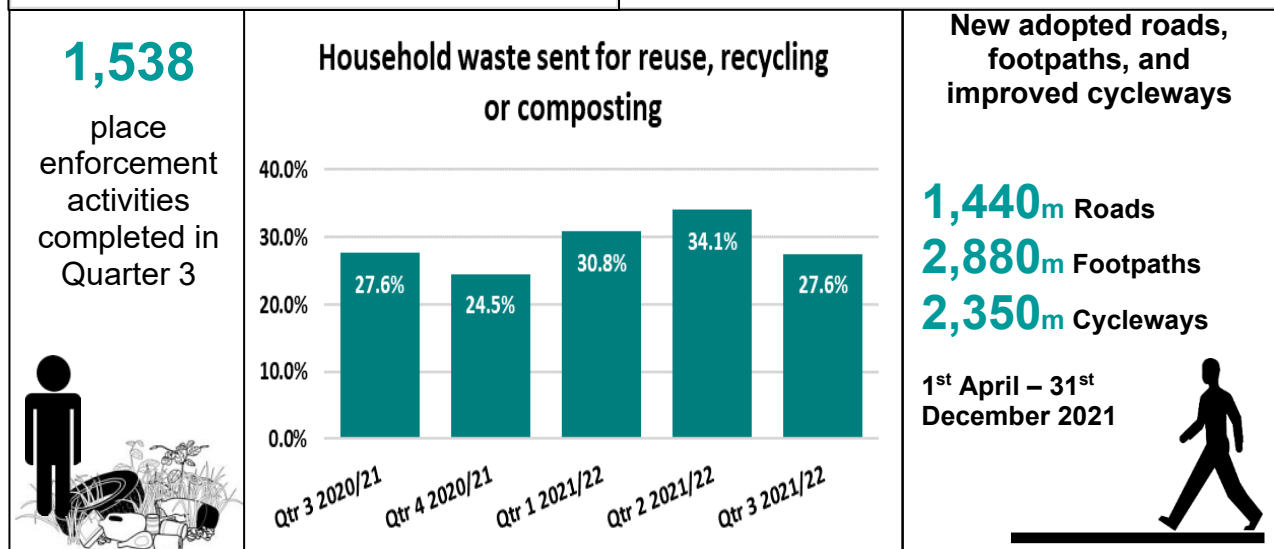
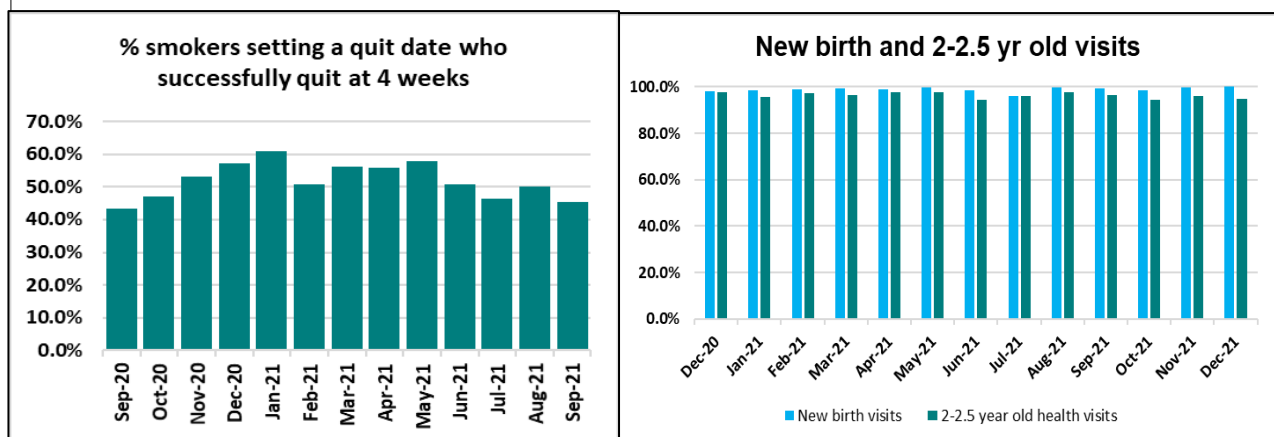
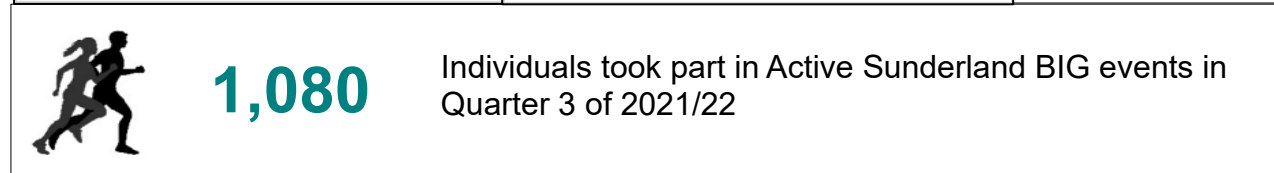
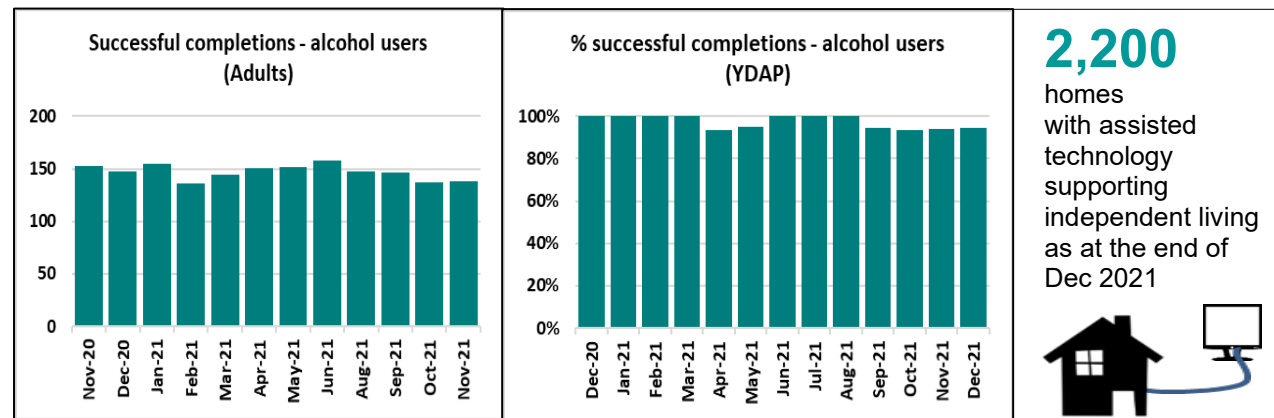


CITY CONTEXT

	COMPARATIVE DATA	SUNDERLAND TREND
Healthy Life Expectancy at birth 2017-2019 as at 2020/21: Female: 57.3 yrs. Male: 57.5 yrs.	England 63.5 yrs. NE 59 yrs. England 63.2 yrs. NE 59.7 yrs.	Declining (2014-2016: 59.3 yrs.) Declining (2014-2016: 58.8 yrs.)
Admission episodes alcohol-related 2019/20: 2,602 (Broad, Persons, per 100,000 pop)	N/A	N/A
Smoking prevalence: 2019/20: 14.6%	England 12.1%, NE 13.6%	Improving (2015/16: 18%)
The proportion of adults who are overweight or obese 2019/20: 73.5%	England 62.8%, NE 67.6%	Declining (2015/16: 70.1%)
Prevalence of overweight (incl. obese) among children in Year 6 2019/20: 36.9% <i>(Local authority data not included in the release for 2020/21)</i>	2019/20 England 35.2%, NE 37.5% 2020/21 England 40.9%, NE 44.2%	Improving (2015/16: 39.8%)
% of people that are fairly active / active (Active Lives – Public Health) 2019/20: 74.4%	England 77.1%, NE 75.4%	Improving (2015/16: 73.3%)
Women who smoke at time of delivery Qtr. 2 2021/22: 14.2%	England 9% NE 11.9%	Improving (Qtr. 2 2020/21: 17.6%)
EYFSP Good level of development 2018/19: 72.6% <i>(2020/21 data release cancelled)</i>	England 71.8%, NE 71.8%	Improving (2014/15: 66%)
Teenage pregnancy (under 18 conception rate) rolling year: Qtr. 2 2020/21: 18.8	England 13.6, NE 19.1	Improving (Qtr. 2 2019/20: 24.6)
Proportion of people (18+) living independently (without social care services) Qtr. 3 2021/22: 98.25%	N/A	Improving (Qtr.3 2020/21 98.2%)
Litter - % of relevant land & highways with deposits that fall below an acceptable level Qtr. 2 2021/22: 10.1%	N/A	Declining (Qtr.2 2020/21: 0.99%)

COUNCIL LED ACTION & PROGRESS

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



Reduce health inequalities enabling more people to live healthier longer lives

Our City Plan recognises the need to ensure that health and wellbeing outcomes are significantly improved, with healthy life expectancy at birth in Sunderland (at 57.5 years for males and 57.3 for females 2017-2019), lower than the North East and England and declining.

The onset of the COVID-19 pandemic in early 2020, brought a new health challenge to the city. In response, our Public Health team led on managing outbreaks in line with the COVID-19 control plan and worked with environmental health and trading standards to provide advice and guidance on compliance with restrictions.

The council continues to provide local trace arrangements for positive COVID cases and has been tasked with contact tracing 13,979 cases (with an 83% success rate) since the commencement of the local scheme (Local 0) on 22nd March 2021 to the end of December 2021.

Staffing capacity remained at an increased level at the end of December 2021 as very high numbers of cases continued to be detected each day as the Omicron Variant spread. The service continued to operate a hybrid model due to the increases (the council receives positive cases that the national team have been unable to contact after 24 hours).

In addition to the impacts of infection, we know that the pandemic will have had wider health implications in relation to behaviours that can cause harms to health such as smoking, alcohol consumption, inactivity, and poor diet (leading to obesity). We will continue to work, with our partners, on areas where we can support people to make healthy choices and stay active. A full review of our community alcohol treatment services has been completed (through the Alcohol Audit), and the outcomes will inform the wider drug and alcohol strategy and associated action plans.

The Sunderland Weight Management programme commenced in August 2021 and is on track to achieve the aim of supporting 1,500 residents in the first year, having received 578 referrals in Quarter 3. Promotion with schools was also undertaken in relation to the Sunderland Healthy Schools Award Food and Nutrition Charter Mark to improve take-up in the 2021-22 academic year.

There were 389,827 Leisure Centre attendances and 78 new sign-ups to the Sunderland Step up App in Quarter 3 (taking the total for the year to 521). There were 72,907 visitors through the turnstiles of Football Hubs with 285 games played (taking the totals for the year to 174,907 through turnstiles, and 1,998 games. We continue to promote healthy choices by our own people through the Employee Wellness programme.

Latest data published in September 2021, for the three-year period of 2018-2020, shows the suicide rate for Sunderland has increased (in line with the national trend) to 14.4 per 100,000 (age 10+) from 12.4 (for 2017-2019), and is above the England rate of 10.4 and North East rate of 12.4. Local data is monitored through the NE regional real time suicides dashboard and gives a more recent picture across 2020 and 2021.

Although Sunderland previously had the highest rate in the region, the latest publication shows Sunderland has shown the largest decrease since October 2019, demonstrating the positive impact of work in refocusing on the Suicide Prevention Partnership, with a new action plan and work in primary care and a suicide co-ordination arrangement to progress key actions. We will continue to work with our partners to support and enable residents to access mental health services where needed. As a Council we are progressing work towards signing up to the Mental Health Concordat. A working group is in place and a Prevention Action Plan is being developed that will outline key deliverables.

Access to equitable opportunities and life chances

We are taking a life course approach to health and wellbeing starting with the early life stages of preconception to early years and adolescence under this commitment. Latest data on women who smoke at time of delivery (for Quarter 2 of 2021/22) shows an improvement to 14.2% from 17.6% for the same period in the previous year.

In Quarter 3, 100% of new birth visits and 94.6% of 2.5-year-old checks have been carried out in timescale (target of 95%). There was no update on the Early Years Foundation Stage Profile (EYFSP) Good Level of Development as the 2020/21 data release was cancelled.

Following the previous update of continuous improvement in the rate of under 18 conceptions (teenage pregnancy) and the Sunderland rate falling below the North East rate, the figure has been maintained below the North East level based on latest data (relating to Quarter 2 of 2020/21 at a rate of 18.8 conceptions per 1,000). The Teenage Pregnancy Joint Strategic Needs Assessment is currently being updated to inform a refreshed action plan to continue the overall downward trajectory.

We have worked closely with Balance North East, to educate, inform and share best practice to reduce alcohol harms, including supporting the regional approach to the alcohol-free childhood vision. Under this commitment we seek to address inequalities in opportunities and life chances that exist across geographical areas through a community asset-based approach, as set out in our Neighbourhood Plans.

People enjoying independent lives

Although 98% of people 18+ in the city live independently (without social care services) based on mid-year population estimates, we remain committed to ensuring people in the city can enjoy independent lives.

In Quarter 3 work has been undertaken to implement an enhanced hospital discharge model within Adult Social Care and in partnership with Health. This has included reviewing support mechanisms under each pathway for discharge

to streamline, whilst ensuring continued swift and safe discharge within national guidelines. With the roll out of the assistive technology in the home offer, 2,200 homes had the technology by the end of December 2021. 83% of people who use services have control over their daily lives based on latest figures for 2019/20 (there is no update expected for 2020/21 as the survey was cancelled due to Covid-19).

The rate of emergency hospital admissions due to falls in people aged 65+ (per 100,000), has increased from 2,628 in 2019/20, to 3,164 for 2020/21 and is above both the North East (at 2,311) and England (at 2,023). With a partnership plan in place, agreed through the Aging Well Delivery Board, we are continuing our work of using local intelligence for targeted work, at a ward and locality level, on reducing emergency admissions due to falls. This includes identifying cohorts of residents who have frailty indicators for engagement, prevention and early intervention support.

A City with great transport and travel links

Our emphasis within this City Plan commitment is about ensuring that people can move around the city with ease through improved transport routes - enabling access to key employment sites. Alongside vehicle transport routes, great travel links is also about having the necessary infrastructure to enable active travel. In Quarter 3 there were 0m of adopted roads, 420m of adopted footpaths and 2,100m of new or improved cycleways (taking totals for 1st April to 31st December to 1,440m adopted roads, 2,880m adopted footpaths and 2,350m improved cycleways).

2,397 school children have taken part in pedestrian training in 2021/22, and although cycle training has been impacted by COVID, 1,535 children have taken part in cycle training in the same period. Our aim is to provide better walking and cycling routes linking communities to the riverside and seafront and to green spaces, and in Quarter 3 the Sunderland Strategic Transport Corridor 3 cycle route opened.

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. In Quarter 3 work has been completed to establish the capacity and direction of constituted groups and volunteers across parks and open spaces in the city (within Area Arrangements).

The percentage of household waste sent for reuse, recycling or composting in Quarter 3 was 27.6%, with the total for the year so far at 30.64%, an improvement on the full year rate of 28.09% in 20/21. The new HWRC has opened and is fully operational from 1.2.2022, work is ongoing to decommission Beach Street. At the end of Quarter 2 (latest available data), the percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level was 10.1% (within the target of 20%), though this is a slight decrease in comparison to Quarter 1 (at 10.4%) it is an increase on the same period in the previous year when the figure was at a lower rate of 0.99%.

To encourage communities to take greater responsibility for their environment, we are issuing sanctions where appropriate following enforcement investigations. As at the end of Quarter 3, 1,538 enforcement activities had been carried out. The Quarter 3 enforcement activities included 265 investigations, 554 warning letters, 18 Community Protection Warnings, 10 Section 47 notices (businesses) and 378 Section 46 notices (residents). Both section 46 and 47 notices relate to the storage, disposal and presentation of waste under the Environmental Protection Act 1990.

VIBRANT SMART CITY

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



CITY CONTEXT

COMPARATIVE DATA

SUNDERLAND TREND

**Rate of cared for children (per 10k)
Dec 2021: 101.3**

England 67
NE 108
SN 105.7

Improving
(Dec 2020: 114.5)

**Rate of CYP subject to a child
protection plan (per 10k) Dec 2021:
59.7**

England 41.4
NE 67.2
SN 56.1

Improving
(Dec 2020: 76)

**Rate of Children in Need (per 10k)
Dec 2021: 390.2**

England 321.2
NE 461.2
SN 415.3

Declining
(Dec 2020: 386.5)

**Residents supported by food banks
Qtr.3 2021: 5,908**

N/A

Declining
(Qtr. 3 2020: 5,459)

**Crime (recorded incidents): (April –
December 2021): 20,842**

N/A

Improving
(April – Dec 2020: 21,147)

**Residents' feelings of safety (local)
Qtr. 2 2021/22: 95%**

N/A

Improving
(Qtr.2 2020/21:94%)

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

England 70.2%
NE 74.7%
SN 72.8%

Improving
(2015/16: 71.5%)

**Number of visitors to the City 2020:
4,377,000**

N/A

Declining
(2016: 8,240,000)

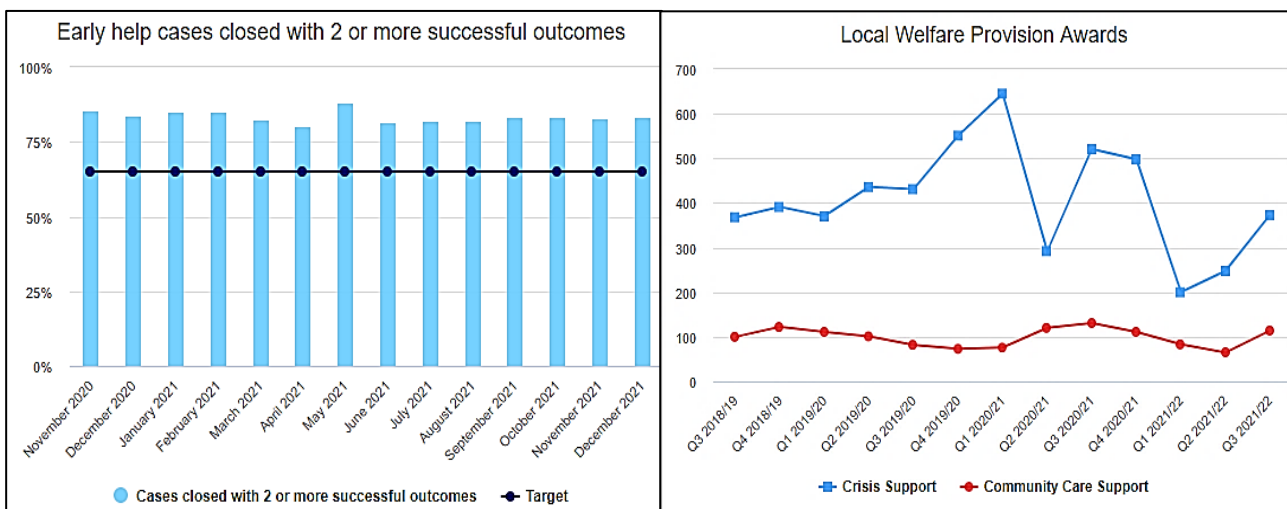
**Overall spend of visitors to the City
2020: £219m**

N/A

Declining
(2016: £399m)

COUNCIL LED ACTION & PROGRESS

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



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

1,093 children and young people involved in TFC consultation activity that informs the design, delivery, or evaluation of services in Quarter 2

Museum & Arts Centre Visitors

Quarter	Museums	Arts Centre
Qtr 1 2018/19	120,000	40,000
Qtr 2 2018/19	120,000	45,000
Qtr 3 2018/19	80,000	45,000
Qtr 4 2018/19	100,000	40,000
Qtr 1 2019/20	100,000	50,000
Qtr 2 2019/20	120,000	10,000
Qtr 3 2019/20	80,000	100,000
Qtr 4 2019/20	70,000	30,000
Qtr 1 2020/21	10,000	10,000
Qtr 2 2020/21	10,000	10,000
Qtr 3 2020/21	10,000	10,000
Qtr 4 2020/21	10,000	10,000
Qtr 1 2021/22	20,000	10,000
Qtr 2 2021/22	60,000	10,000
Qtr 3 2021/22	40,000	10,000

Figures not available for Arts Centre Qtr.2 2019/20. Museum / Arts Centres closed Qtr.1 & Qtr. 4 2020/21 due to COVID-19.

30 Activities delivered by the Heritage Partnership

Quarter 2 2021/22

Council supported volunteers Qtr 3 2021/22

Category	Count
Libraries	100
Chaperones	100
Place based	100
Events/Active programme	100
Weekly programme	100
Total	439

New Indicator

100% of retailers in the city to be engaged in the responsible retailers' scheme by March 2025.

More resilient people

We will support families to enable them to be resourceful to respond to challenges and achieve the best possible outcomes for their children. Although there is little change in the rate of children in need, in Quarter 3 the rate of children subject to Child Protection Plan, or Cared For, has reduced compared with the same period in the previous year.

The following Children's Service's key delivery targets have been met as at the end of Quarter 3: % of early help cases closed with successful outcomes (at 83.5%), % of all referrals with a decision within 24 hours (at 95.4%), % of children subject to a child protection plan receiving a statutory visit within 20 working days (at 98.2%), % of Cared for Children that have an up to date Personal Education Plan (at 98.7%), % of Cared for Children that have experienced 3+ placements within the last 12 months (at 7.5%) and % of care experienced young people aged 17-21 in touch with the service within 8 weeks of previous contact (at 88%%).

We will support our people to be more resilient. We know that our communities have been greatly affected by the COVID-19 pandemic, with increased hardship experienced by some. During the first few months of the pandemic the use of foodbanks more than trebled and high usage continued throughout 2020/21, and into 2021/22. Since August figures have increased again with the December figure being the highest seen in the last three years and the quarterly figure increasing from 3,919 residents supported in Quarter 2, to 5,908 residents supported in Quarter 3. Foodbanks and crisis food providers are being given additional support to assist with the additional winter pressures.

The number of Crisis Support Awards (at 373 for Quarter 3 of 2021/22) also increased when compared with Quarter 2 (at 248) but was lower than Quarter 3 of 2020/21 (at 521). There were also fewer Community Care Support awards at 114 (when compared with 131 in Quarter 3 of 2020/21). The Council is working with the VCS Alliance and health partners to implement social prescribing including developing a social prescribers' model to identify and remove any barriers to delivery.

More people feeling safe in their homes and neighbourhoods

This commitment relates both to people feeling safe from crime and vulnerable adults who use our services feeling safe.

Overall, our residents feel safe in their local area, with the percentage consistently at 96% or above since 2012/13 to early 2020 based on the Northumbria Police Survey. Latest available data is for Quarter 2 of 2020/21 at 95%. Crime for April 2021 to December 2021 (at 20,842 incidents) has decreased when compared with the same period in the previous year (14,480 incidents).

We are committed to disrupting criminal and anti-social behaviour through intervention and enforcement with 14 intelligence led pro-active disruption activities carried out in relation to licensing in Quarter 3. We hope to engage 100% of retailers in the city in our Responsible Retailers Scheme once it has been possible to launch the scheme, with this having been paused during the pandemic and now expected in 2022.

More residents participating in their communities

This commitment is about residents, including children and young people, being able to engage with and participate in their communities. In 2019/20 we widened our volunteering opportunities to support more people to volunteer in a more diverse range of volunteering activities. In Quarter 3, there were 439 volunteers registered for volunteering across a range of volunteering activities including place-based activities, Libraries, Volunteer Chaperones, Events & Active Sunderland and other weekly programme activities. The greatest proportion was place based.

In Quarter 3 there were 1,093 children and young people involved in Together for Children consultation activities that will inform the design, delivery or evaluation of services.

In January 2020 'Crowdfund Sunderland' was launched enabling people to financially support local projects and causes through an online platform. 2 projects have been supported in Quarter 3, taking the total to 14 in 2021/22 raising £111,587 for Sunderland projects. We continue to engage people through Sunderland UK social media channels, with a continuous increase in followers over the year so far (23,723 Facebook and 39,371 Twitter followers as at the end of December 2021).

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

In previous years the number of visitors to the city (and associated spend) has shown a continued upward trend (visitor numbers increased from 8,240,000 in 2016 to 9,490,000 in 2019 and spend from £399m to £500m in the same period).

As the Coronavirus pandemic hit the UK in early 2020, however, cultural venues and events were particularly impacted due to the greater challenges of ensuring social distancing and safe delivery. Visitor numbers reduced from the 9,490,000 achieved in 2019 to 4,377,000 in 2020 and visitor spend reduced from the £500m in 2019 to £219m in 2020. Many cultural and visitor attractions remained closed / cancelled after other sectors began recovery.

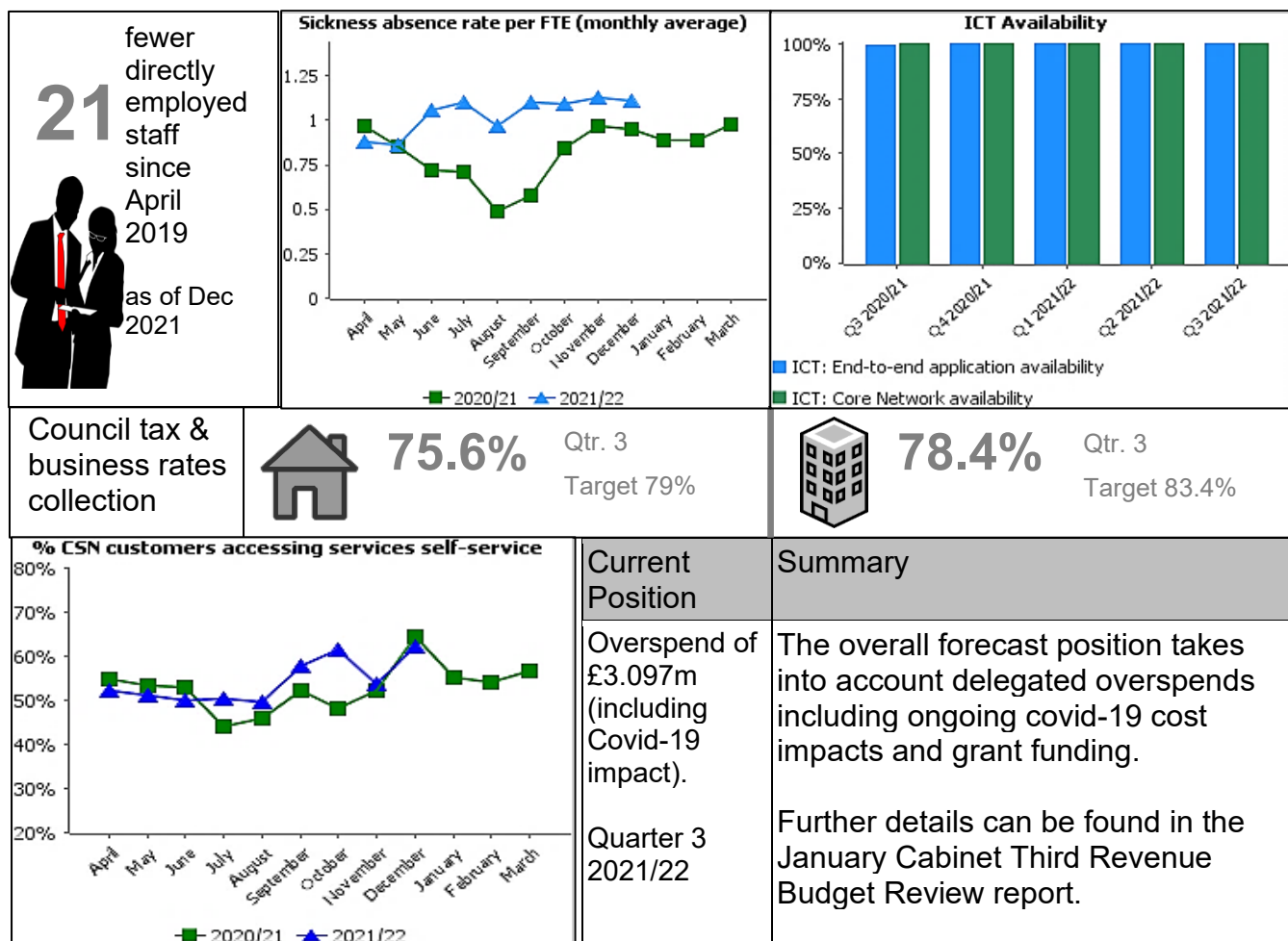
Sunderland Empire Theatre re-opened its doors on 2nd September 2021, attracted 28,556 visitors to the end of September and a further 80,621 visitors in Quarter 3. The Fire Station Auditorium is now open providing a further cultural venue in the city for live performance and music.

The Museum and Winter Gardens and Washington Arts Centre re-opened mid-way through Quarter 1. In Quarter 3 the Museum and Winter Gardens received 45,922 visitors and the Washington Arts Centre received 18,611 visitors. 30 activities were delivered by the Heritage Partnership in Quarter 2 (latest available data) and 26 organisations were engaged in the Heritage Partnership Practitioners Network during the same period.

In Quarter 2, Libraries opened all sites and in Quarter 3 there were 39,403 library issues (including physical books, eBooks / e-Audio and e-Magazine) with 432 new members. There were 10,738 digital subscriptions and the Books at Home delivery service saw 355 interactions. Confirmed figures for visitors to the National Glass Centre are expected to be available from Quarter 4. A Tourism recovery plan is in place to promote and sustain the return of visitors and participation of residents in cultural events, programmes and activities.

ORGANISATIONAL HEALTH

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



Good organisational health and strong financial management

At the end of Quarter 3, there were 2,748 directly employed staff, 21 fewer compared with April 2019. We are committed to ensuring that we have a productive and healthy workforce, maintaining lower levels of sickness absence.

In March 2020, we responded to the COVID-19 pandemic swiftly to enable our workforce to work from home wherever possible, along with a wider COVID response. Business Rates Collection (at 78.4%) and Council Tax Collection (at 75.6%) are under the expected levels (of 83.4% and 79%) reflecting the impact of Covid-19 on our businesses and residents.

We are committed to maximising external funding and financing opportunities. In Quarter 3, £26,027,967 has been generated through funding bids approved, providing funding / support for: the City Centre Housing Ecosystem (a package of 3 major city centre projects), Sunderland Home of 2030 Project, the first phase of Sunderland's tree-planting funds (as part of the North East Community Forest partnership), 5 Community Renewal Fund pilot projects (delivering support to business, residents and voluntary/community groups), the Partnerships for People

and Place programme, and initial funding from the Green Heat Network Fund (Transition Scheme) to support borehole drilling and feasibility for a Sunderland Heat Network.

There was 1 report to the Information Commissioner's Office (ICO) by the Council in Quarter 3, for which the investigation was fully completed and the ICO agreed no further action required.

Productive and innovative working and a council ready for the future

As a Council we continue to deliver on the organisational change required to optimise productive and innovative working, to counteract financial uncertainty and respond to the new challenges brought by the COVID pandemic.

We have been developing a new operating model to ensure that the council is as customer focused and effective as it can be and are currently reviewing all Corporate Support services with improvement activity underway, automating, and digitising processes in respect of ICT, Procurement, Finance, People Management and Business Support.

The adoption and enhancement of digital technologies continues, all our ICT users can connect remotely, the first major upgrade to Windows 10 is nearing completion and an upgrade to our Office 365 suite of products is underway. All users are transitioning to Microsoft Teams and traditional network shares will be decommissioned on 31st January 2022.

We continue to invest in our digital technologies, particularly our website and digital platform to enable more and higher quality digital interaction with our customers, thereby promoting self-serve. During Quarter 3, additional 'report it' functionality was added to the Elected Members Platform and the Customer Account was released on the Council's website with significant take-up to date. Additional services are being implemented including Housing Services and Compliments, Complaints and Customer Feedback. In Quarter 3, 59% of our Customer Service Network customers accessed services through self-serve – exceeding the target of 46%.

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

- 1.1 The report attaches, for Members' information, the thematic Scrutiny Committee work programmes for 2021/22 and provides an opportunity to review the Committee's own work programme for 2021/22.

2. Background

- 2.1 The role of the Scrutiny Coordinating Committee is two-fold, firstly it has a role in co-ordinating efficient business across the Scrutiny Committees and manage the overall Scrutiny Work Programme and secondly to consider the Council's corporate policies, performance and financial issues.
- 2.2 In order to ensure that the Committee is able to undertake all of its business and respond to emerging issues, there will be scope for additional meetings or visits not detailed in the work programme.
- 2.3 The work programme should reflect the remit of the Committee and the need to balance its responsibility for undertaking scrutiny, performance management and policy review (where necessary).

3. Thematic Scrutiny Committee Work Programmes

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

4. Scrutiny Coordinating Committee's Work Programme

- 4.1 **Appendix 2** outlines this Committee's full work programme for the year, updated to reflect new additions and amendments requested by Committee as the year has progressed.
- 4.2 Topics for inclusion in the Scrutiny Work Programme will vary from single issue items for consideration such as policy and performance reports through to regular updates on issues that the committee have adopted a more focused monitoring role.
- 4.3 It should be noted that the work programme is a 'living' document and can be amended throughout the course of the municipal year. Any Elected Member can add an item of business to an agenda for consideration (Protocol 1 within the Overview and Scrutiny Handbook outlines this process).

5. Dedicated Scrutiny Budget

5.1 A small budgetary provision of £15,000 per annum is available to the Scrutiny Committees to deliver the agreed Scrutiny Committee Work Programmes.

5.2 As of 24 February 2022 the breakdown of the budget stood as follows:-

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

6. Recommendations

6.1 It is recommended that the Scrutiny Coordinating Committee:

- (a) notes the variations to the Scrutiny Committee Work Programmes for 2021/22 and to its own work programme; and
- (b) notes the current scrutiny budget position for 2021/22.

7. Background Papers

7.1 Scrutiny Agendas and Minutes

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

REASON FOR INCLUSION	JUNE 21	JULY 21 (CANCELLED)	9 TH SEPT 21	7 TH OCT 21	4 TH NOV 21	2 ND DEC 21	3 RD FEB 22	9 TH FEB 22	3 RD MARCH 22	31 ST MARCH 22
Policy Framework/ Cabinet Referrals and Responses										Scrutiny Annual Report – 21/22
Scrutiny Business	Corporate Parenting Review		Elective Home Education (Elaine Matterson)	Engagement and Participation with Young People (Jane Wheeler)	Domestic Violence Update (Karen Davison) Draft Safe Accommodation Strategy (Gerry Taylor)	Child Health Update (Lorraine Hughes) Holiday Fund – Operation (Jane Wheeler)	Schools Update (incl Support available for lost education catch up for disadvantaged children and impact on transition from primary to secondary education (Simon Marshall) Change Council – Consultation (JD)	Impact of Covid 19 on Child Mental (CCG) SEND Monitoring Report (Jill Colbert/Dave Chandler)	Children At Risk:(incl Youth Offending, Drug Use and Child Exploitation/ Missing Children (Karen Davison) Prevention Bus Wear Here 4 You – Update (Jane Wheeler)	Apprenticeships and Employment opportunities (incl Impact of Covid on post 16 transition and effect of the Skills and Post 18 Education Bill (Sunderland College) Elective Home Education Update (Alan Rowan) Corporate Parenting Update (Cllr Farthing/Jill Colbert) Regional Adoption Agency (Jill Colbert)
Performance / Service Improvement	Ofsted Focused visit to Children's Services - Feedback		Ofsted Inspection of Children's Services – Feedback (Jill Colbert)	Inspection of SEND - Feedback (Jill Colbert)	Together for Children – Performance Monitoring Report (Jill Colbert) Children Services Customer Feedback (Jill Colbert)				Together for Children – Performance Monitoring Report (Jill Colbert)	

Consultation / Awareness Raising	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	Notice of Key Decisions	
	Work Programme 21-22	Work Programme 21- 22	Work Programme 21- 22	Work Programme 21-22	Work Programme 21-22	Work Programme 21-22	Work Programme 21-22	Work Programme 21- 22	Work Programme 21- 22	

Leisure Activities for Young People (Wendy Mitchell/Victoria French)
Provision of Activities for Young People (5-8yrs)

ECONOMIC PROSPERITY SCRUTINY COMMITTEE – WORK PROGRAMME 2021-22

REASON FOR INCLUSION	15 JUNE 21 – (INFORMAL MEETING)	13 JULY 21	14 SEPTEMBER 21	12 OCTOBER 21	9 NOVEMBER 21	7 DECEMBER 21	11 JANUARY 22	8 FEBRUARY 22	8 MARCH 22	5 APRIL 22
Policy Framework/ Cabinet Referrals and Responses			Licensing Policy Review (Steve Wearing)	Gambling Act 2005 – Statement of Principles (Steve Wearing)						
Scrutiny Business	Remit and Work Programme of Committee	Tyne and Wear Archaeology Service (Catherine Auld)	Covid Business Support Grants (Catherine Auld)	Future High Street Fund Programme (Peter McIntyre) Sunderland Rail Station Update - (Peter McIntyre)	Sunderland BID (Sharon Appleby) Economic Challenges - North East England Chamber of Commerce (Jonathan Walker) Cycling and Walking Infrastructure Plan (Mark Wilson)	Business Centres (Catherine Auld) Environmental Enforcement (Michelle Coates) Environmental Services Update (Sandra Mitchell/Graham Scanlan)	Leisure Centres (Martin Miles Active Sunderland)	Annual Low Carbon Progress Report/ International Strategy (Catherine Auld) City Heat Network Projects (Mark Jackson)	Housing Strategy Update (Graham Scanlan/gentoo) Replacement Bin Policy (Graham Scanlan) Siglion (Neil Guthrie)	Annual Road Safety Report (Mark Jackson) Public Transport Update (Mark Jackson) E Scooter – Pilot Feedback (Mark Jackson) Environmental Services – Update (Sandra Mitchell/Graham Scanlan) Events Update (Victoria French)
Consultation Information and Awareness Raising		Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22	Notice of Key Decisions Work Programme 21-22

SSTC and Port – Visit – Date to be confirmed (Matthew Hunt/Mark Jackson)
Street Trading Policy

HEALTH AND WELLBEING SCRUTINY COMMITTEE – WORK PROGRAMME 2021-22

To Be Scheduled

Adult MH Provision (Sunderland CCG)

Patient Engagement (Sunderland CCG)

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

Work Programme Items to be scheduled:

REASON FOR INCLUSION	17 JUNE 21 D/L 7 JUNE 21	15 JULY 21 D/L 5 JULY 21	16 SEPTEMBER 21 D/L 6 SEPT 21	14 OCTOBER 21 D/L 4 OCTOBER 21	11 NOVEMBER 21 D/L 1 NOV 21	9 DECEMBER 21 D/L 29 NOV 21	13 JANUARY 22 D/L 4 JAN 22	10 FEBRUARY 22 D/L 31 JAN 22	10 MARCH 22 D/L 28 FEB 22	7 APRIL 22 D/L 28 MARCH 22
Policy Framework / Cabinet Referrals and Responses	Revenue budget Outturn 21/22 (Jon Ritchie)	Capital Programme First Review 21/22 (incl. treasury management) (Jon Ritchie) First Revenue Budget Review 21/22 (Jon Ritchie)		Budget Planning Framework and Medium Term Financial Strategy 2022/2023 to 2025/2026 (Jon Ritchie)		Capital Programme Planning 2022/2023 to 2025/2026 and Medium-Term Financial Strategy (Jon Ritchie) Capital Programme Planning 2022/2023 to 2025/2026 (Jon Ritchie)		Collection Fund (Council Tax) 2021/22 Capital Programme 2021/2022 to 2024/2025 and Treasury Management Policy and Strategy 2021/2022, including Prudential Indicators for 2021/2022 to 2024/2025 Revenue Budget and Proposed Council Tax for 2021/2022 and Medium Term Financial Plan 2021/2022 to 2024/2025		
Scrutiny Business		Scrutiny Review (Gillian Robinson)		Impact of EU Exit (Paul Davies/Jon Beaney) City Hall Meeting Rooms (Helen Townsend)	Internal Communications (Jill Laverick)	City Plan Refresh (Jon Beaney)	Safer Sunderland Partnership Annual Report (Stephen Laverton)	Smart City Progress Update (Liz St Louis)		Annual Report (N Cummings) Council Tax Charges on Empty Properties (Jon Ritchie)
Performance / Service Improvement	Performance Management Q4 (Liz St Louis) Compliments, Complaints & Feedback Annual Report including Q4 (Marie Johnston)		Compliments, Complaints & Feedback Q1 including Ombudsman's Annual Letter (Marie Johnston) Performance Management Q1 (Liz St Louis)			Performance Management Q2 (Liz St Louis) Compliments, Complaints & Feedback Q2 (Marie Johnston)			Performance Management Q3 (Liz St Louis) Compliments, Complaints & Feedback Q3 (Marie Johnston)	
Consultation / Information & Awareness Raising	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22	Notice of Key Decisions Scrutiny Work Programmes 2021/22

NOTICE OF KEY DECISIONS**REPORT OF THE SCRUTINY, MAYORAL AND MEMBERS' SUPPORT COORDINATOR****1. PURPOSE OF THE REPORT**

- 1.1 To provide Members with an opportunity to consider the items on the Executive's Notice of Key Decisions for the 28-day period from 21 February 2022.

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 21 February 2022 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 21 February 2022 at the Scrutiny Committee meeting.

5. BACKGROUND PAPERS

- Cabinet Agenda

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

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

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

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
210510/588	To approve the receipt of external funding for the public sector decarbonisation scheme and green homes grant local programme and the procurement of the necessary contractors to deliver the schemes.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
211005/641	To agree the proposed development strategy for Northern Spire Park and the recommended next steps	Cabinet	Y	22 March 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 committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
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	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
210728/613	To seek approval for strategic land acquisitions in Sunnyside, Sunderland.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
210920/640	To approve land and property acquisitions within the Riverside Sunderland area.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk
211105/656	Subject to the outcome of the Warm Homes Fund application, to authorise the Council to enter into Funding and Partnership Agreements for the Social Housing Decarbonisation Fund and to authorise entering into associated funding and delivery arrangements in relation to the proposed decarbonisation programme.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
211110/657	To seek approval to the lettings of the ground floor commercial units at Keel Square.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk
211215/670	To agree to the terms of lettings at Hillthorn Farm.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
211215/671	Following the report taken to September 2021 Cabinet, to authorise the making of a Compulsory Purchase Order over land at Washington Road, Sunderland, and to authorise the necessary land acquisitions by private treaty.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
211215/672	To seek approval for the sale of Penshaw House, Penshaw.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220106/681	To approve a proposed variation to the Vaux Housing Development Funding Agreement with Siglion Developments.	Cabinet	Y	22 March 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 Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

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	22 March 2022.	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
211203/668	Subject to the outcome of the Link Together Heritage Fund application, to authorise entering into associated funding and partnership agreements in relation to the proposed green infrastructure improvements within the Coalfield area.	Cabinet	Y	22 March 2022.	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
211217/673	To seek approval to widen the scope of the Housing Delivery and Investment Plan to enable Private Property acquisitions	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220111/683	To seek approval for the development of the Waste Management arrangements and associated Policies as they are developed and including the Bin Replacement Policy.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220126/684	To grant an Option Agreement over land at Newcastle Road, Sunderland.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk
220127/685	To seek Cabinet approval for the Letting of Unit 6, International Drive, IAMP, Washington, SR5 3HX.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220127/686	To consider the Transforming Cities Fund (TCF) Holmeside Bus Rationalisation (Highway Improvement Scheme).	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220128/689	To authorise the Executive Director of City Development to deliver the Levelling Up Fund Project for 177 High Street West, 1-2 Villiers Street and 15-16 Nile Street and enter into a funding agreements with third parties for the delivery of the relevant works.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220207/690	To approve the sale of the former Alex Smiles site and to undertake required remedial works.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220210/693	To provide an annual update on the Council's Housing Service, review successes and regulatory and compliance requirements.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220210/694	To seek approval to procure and award a contract for a provider for Refuse Bins and Waste Containers.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220210/696	To consider a proposal to publish Notice of Statutory Proposals to increase the capacity of and establish satellite sites and a resourced provision for the City's Pupil Referral Unit and to procure and award contracts for Capital Works to support the proposals.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220210/697	To seek approval for the proposed maintained school admission arrangements for the academic year September 2023-2024 and to describe proposed amendments to published admission numbers (PANs) for the academic year 2022-2023, where it is necessary to provide additional places.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220214/698	To seek approval to award funding to Third Sector organisations providing social care related services.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220214/699	To seek approval to the planned Highway Maintenance (including Bridges) and Integrated Transport Programme for 2022-2023 and approve amendments (additions/deferrals) to the 2021-2022 Programme.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet Report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220128/687	To agree the proposed implementation and funding arrangements in relation to the North East Screen Industries Partnership and associated regional Memorandum of Understanding with the BBC.	Cabinet	Y	22 March 2022	N	Not applicable.	Cabinet report	Governance Services City Hall Plater Way Sunderland SR1 3AA committees@sunderland.gov.uk
220218/700	To provide an update on New Wear Footbridge, including an officer delegation to place advance orders of materials where appropriate	Cabinet	Y	22 March 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 Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter*	Address to obtain further information
220207/692	To approve the budget for fit out costs for the Beam and to authorise the procurement of the works.	Cabinet	Y	22 March 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 committees@sunderland.gov.uk
220106/682	To give consideration to the Draft Bus Enhancement Partnership Plan and Scheme	Cabinet	Y	During the period 22 March to 30 June 2022	N	Not applicable.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
220207/691	To approve the acquisition of strategic sites in the Commercial Road Area.	Cabinet	Y	During the period 1 May to 30 June 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 committees@sunderland.gov.uk

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

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

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

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

Who will decide;

Councillor Graeme Miller – Leader; Councillor Claire Rowntree – Deputy Leader; 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

21 February 2022