

## **Corporate Overview and Scrutiny Committee**

Tuesday 5 October 2021

**10:00**

Council Chamber, County Buildings, Stafford

**NB.** The meeting will be webcast live which can be viewed here -

<https://staffordshire.public-i.tv/core/portal/home>

John Tradewell  
Director of Corporate Services  
27 September 2021

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## **A G E N D A**

### **PART ONE**

- 1. Apologies**
- 2. Declarations of Interest**
- 3. Minutes of the meeting held on 7 September 2021**
- 4. Customer Feedback and Complaints Service - Annual Report 2020 - 21 Corporate Services** (Pages 1 - 22)
- 5. Overview and Scrutiny Committee Work Programme 2021-22 Update** (Pages 23 - 48)
- 6. Work Programme** (Pages 49 - 54)
- 7. Exclusion of the Public**

The Chairman to move:-

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A (as amended) of Local Government Act 1972 indicated below”.

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### **PART TWO**

(All reports in this section are exempt)

<b>Membership</b>	
Charlotte Atkins	Bernard Peters

Tina Clements	James Salisbury
Mike Davies	Bob Spencer
Colin Greatorex (Chairman)	Samantha Thompson
Gill Heath (Vice-Chairman (Scrutiny))	Conor Wileman (Vice-Chairman (Overview))
Jeremy Oates	Mike Worthington
Jeremy Pert	

## **Note for Members of the Press and Public**

### **Filming of Meetings**

The Open (public) section of this meeting may be filmed for live or later broadcasting or other use, and, if you are at the meeting, you may be filmed, and are deemed to have agreed to being filmed and to the use of the recording for broadcast and/or other purposes.

### **Recording by Press and Public**

Recording (including by the use of social media) by the Press and Public is permitted from the public seating area provided it does not, in the opinion of the chairman, disrupt the meeting.

**Scrutiny and Support Manager:** Nick Pountney Tel: (01785) 276153

<b>Local Members Interest</b>
N/A

## **Corporate Overview and Scrutiny Committee - Tuesday 05 October 2021**

### **Customer Feedback and Complaints Service – Annual Report 2020-21 Corporate Services**

#### **Recommendation**

I recommend that the Committee:

- a. Consider the Corporate Annual Report of the Customer Feedback and Complaints Service, of 2020/21, taking the opportunity for any comments on the content of the report.

#### **Report of Cllr Alan White, Leader of the Council**

#### **Summary**

##### **What is the Overview and Scrutiny Committee being asked to do and why?**

1. The Committee is being asked to consider the Corporate Annual Report of the Customer Feedback and Complaints Service of 2020/21, taking the opportunity for any comments on the content of the report.

#### **Report**

##### **Background**

2. The appended report provides information about corporate complaints activity during the twelve months between April 2020 and March 2021 in relation to corporate complaints.
3. The Annual Report – Customer Feedback and Complaints Service 2020-2021 Corporate Services is being submitted for scrutiny and endorsement.
4. The report contains information about the nature of complaints received together with responses provided and their handling by the Council.
5. It is important that the Local Authority uses the evidence available from Complaints and Representations to inform service improvements. The report provides information about how complaint investigations are used

to identify specific themes, where service improvement can then be addressed and highlights where the County Council is providing quality services to customers which may be identified from compliments received. This is in line with the Strategic Plan, to use Customer Insight to develop high quality services which meet customer needs.

## Contact Details

**Assistant Director:** Tracy Thorley, Assistant Director for Corporate Operations

**Report Author:** Kate Bullivant  
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# Corporate Complaints Procedure

Annual Report 2020-21 v1.0



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## Purpose of the Report

This report provides information on complaints received by Staffordshire County Council for the period April 2020 to March 2021 that have specifically been dealt with under the Council's Corporate Complaints Procedure under Stage 1, Stage 2 Review and complaints that have been investigated by the Local Government and Social Care Ombudsman. Complaints regarding adult's social care and children's social care are not considered within this report and are managed by two different statutory processes and are subject to separate scrutiny.

## What is the Corporate Complaints Procedure?

The Council aims to provide a high standard of service, however there are occasions where those who access our services may feel that this standard has not been met. The aim of the Corporate Complaints Procedure is to make sure that

- residents feel that they are being listened to
- complaints are dealt with to a fair and consistent standard
- the Council responds to complaints in a reasonable timescale
- outcomes from complaints are documented and shared throughout the Council
- a 'do it once do it right' approach is taken to complaints

The Council has based its complaints procedure on guidance set out in the Local Government and Social Care Ombudsman's 'Guidance on Running a Complaints System 2009'. The guidance explains the principles underpinning a successful complaints procedure:

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*Complaint systems are not mechanisms for apportioning blame but an important part of a council's learning and development. Complaints can be a rich source of information and learning about how a council's performance is perceived and how it can be improved. What we recommend is a clear, accessible and flexible process that forms part of service provision and does not overwhelm individuals, departments or other council processes. The purpose of a complaints system is to put right what has gone wrong and learn from it.'*

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## What is a Complaint?

*An expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.*

It is important to note that there are several exclusions within the Corporate Complaints Procedure and not all complaints will be addressed under this procedure, even if the resident has identified their concerns as a complaint. The following are examples of exclusions under this procedure:

- First time request for service
- Certain highways issues
- Suggestions for improvements to council services
- Council action or lack of action that affects more than one individual, such as local highways or community issues
- Claims for damages
- Matters where an alternative and more appropriate course of action exists

## The Corporate Complaints Procedure

Complaint/feedback received by the Council

Details of the complaint are assessed by the Complaints Team for allocation to the relevant process. The assessment can include reference to relevant policy/procedure/process, records held by the Council, information sought from the service

### Refer to Report It

Customer notified by Highways Feedback Officer

### Enquiry/ Comment

Passed to service to provide response

### Informal Resolution

Initiate CCP and passed to service to respond

### Formal Complaint

Escalate straight to CCP formal investigation

Complaints Team allocates to appropriate service who investigate concerns and provide a response directly back to the customer.

**Timescale - 10 working days**

Customer is advised that they may request further consideration complaint is

### Stage 1 Investigation

Scope of investigation identified by the Complaints Team.

Confirmation of formal complaint investigation sent to customer.

Investigation allocated to manager of the service for investigation process to commence.

**Timescale - 20 working days**

Customer provided with written response and is advised that they may request a Stage 2 Review in line with guidelines set out in CCP

Request for formal investigation submitted. Assessed by Complaints Team

### Stage 2 Review Request

**Accepted** - Stage 1 investigation and response reviewed by Senior Manager

**Timescale 25 working days**

Final response from the Council - complainant signposted to the Local Government & Social Care Ombudsman

**Refused** - No further consideration of complaint by the Council. Complainant signposted to Local Government & Social Care Ombudsman



## The Role of the Complaints Team

The Complaints Team are responsible for assessing complaints that are received by the Council. All complaints are screened to identify the most suitable way to address the issues raised.

As part of the screening process, the Complaints Team will define the issues that require investigation from the information submitted by the complainant. Defining complaints or statement of complaints has several benefits including:

- Assisting the allocated Investigating Officer in identifying the key issues that require investigation
- Ensuring that each complaint is considered separately and provides the complainant with a clear decision as to whether their complaint has been upheld or not
- Captures themes and trends for reporting purposes

It is important that a complaint is dealt with via the correct process from the beginning to avoid any potential future maladministration.

Formal complaints are coordinated via specific statutory and corporate policies and procedures to manage this. Issues that are not eligible for handling under the formal complaint's procedures will be directed as appropriate.

Complaints are directed to the relevant service area, and progress is monitored to ensure that a response is provided within corporate timescales. Complaints are responded to at the point of service delivery giving the service area subject of the complaint the opportunity to respond to any concerns raised about it. The manager of the service is also best placed to provide a knowledgeable and comprehensive response to the complaint. They can identify where things have gone wrong and propose a suitable remedy to the complainant.

The Complaints Team do not usually provide a response to complaints unless in exceptional circumstances. This is to provide the resident with confidence that the team offers an impartial service that can support them in making representation to the Council. The team provides advice to persons wishing to use these procedures and also offers staff members support and guidance on how to appropriately handle and respond effectively to complaints about the Council.

## Collation of Data

Complaints are collated on a bespoke database that records details of the service subject of the complaint, the nature of the complaints raised, the outcome and remedies/learning.

## Highlights 2020-21



**Reduction in:**

**Stage 2 Review requests- 41%**

**LGSCO Contacts - 39%**



**Improved response timescale compliance in comparison with previous reporting period**

**Stage 1 - 87%**

**Stage 2 - 77%**



**Reduction in Stage 1 complaints Not Upheld - 49%**

**Increase in Stage 2 Reviews Not Upheld - 61%**



**Improved Ombudsman performance:**

**Reduction in investigations**

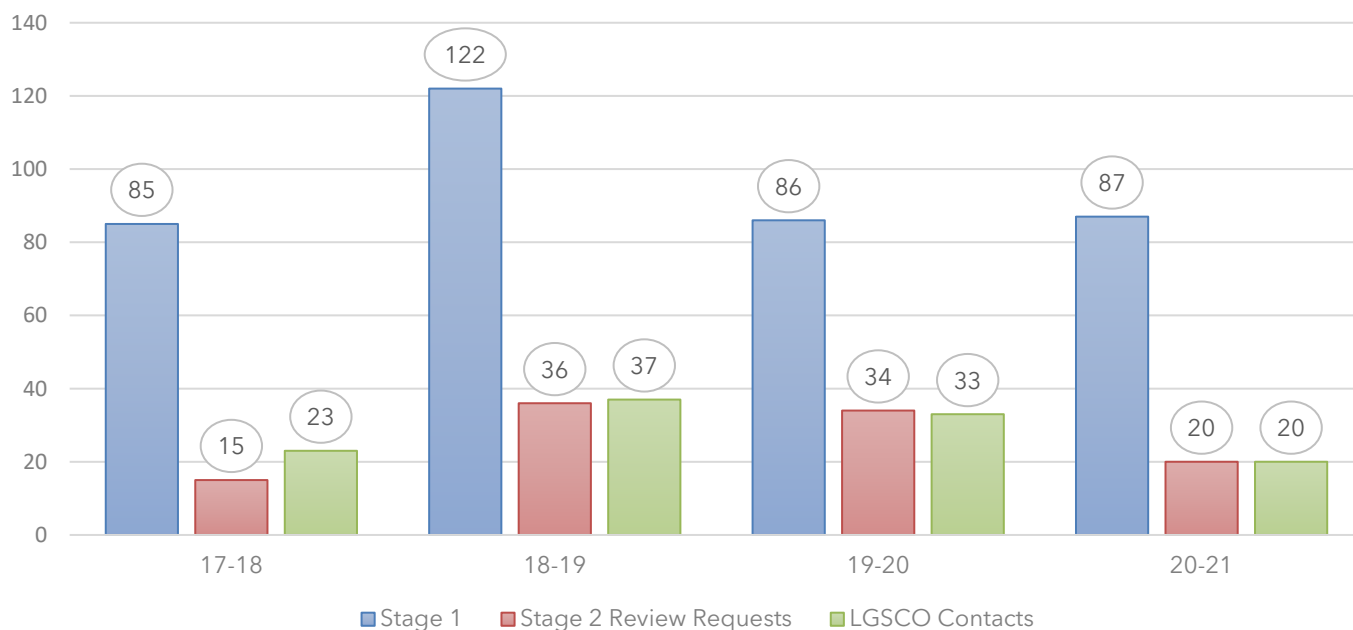
**No financial redress 2021**



**Increase in matters received and dealt with outside the Corporate Complaints Procedure**

## Overview of Complaint Volumes

The following chart provides information on the number of Stage 1, Stage 2 Review requests and Local Government and Social Care Ombudsman’s contacts during 2020-21 in comparison with previous reporting years.



2020-2021	Stage 1	Stage 2 Review Requests	LGSCO Contacts
<b>Economy, Infrastructure &amp; Skills</b>	59	15 <i>13 Investigations 2 Refusal to Escalate</i>	14 <i>2 Investigations 2 Enquiries 10 Not Investigating</i>
<b>Families &amp; Communities</b>	4	1 <i>1 Investigation</i>	3 <i>1 Enquiry 2 Not Investigating</i>
<b>Corporate Operations</b>	24	4 <i>4 Investigations</i>	3 <i>3 Not Investigating</i>
<b>Total</b>	<b>87</b>	<b>20</b>	<b>20</b>

**Stage 1 Investigations - Increase by 1.1%**

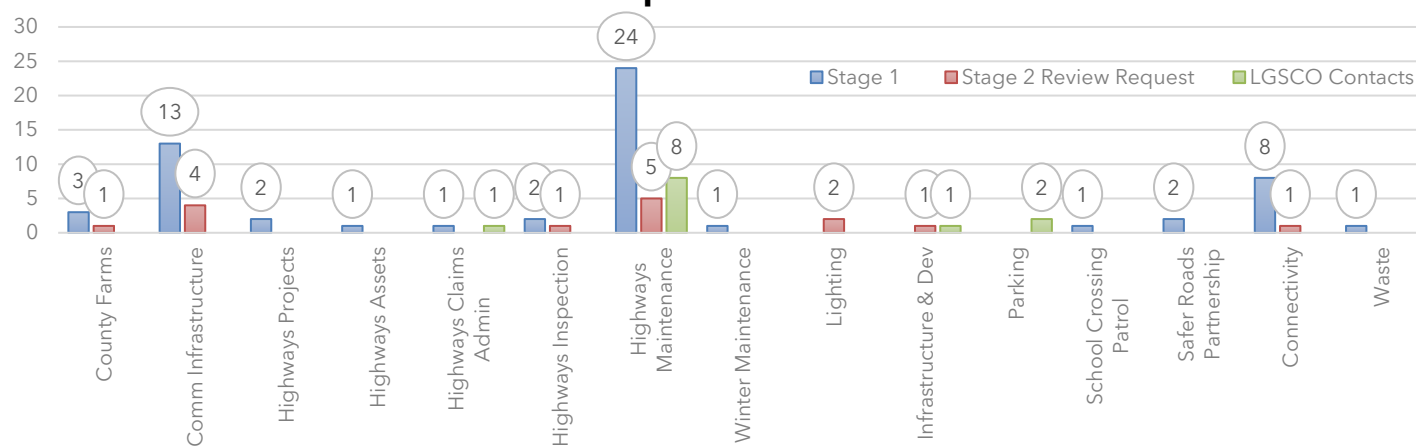
**Stage 2 Review Requests - Decrease by 41%**

**LGSCO Contacts - Decrease of 39%**

**Economy, Infrastructure & Skills**

2020-2021	Stage 1	Stage 2 Review Requests	LGSCO Contacts
<b>Highways &amp; the Built County</b>	47	13 <i>11 Investigations 2 Refusals to Escalate</i>	13 <i>1 Investigation 2 Enquiries 10 Not Investigating</i>
<b>Business &amp; the Enterprise County</b>	3	1	0
<b>Transport &amp; the Connected County</b>	9	1	1 <i>1 Investigation</i>
<b>Total</b>	<b>59</b>	<b>15</b>	<b>14</b>

**Breakdown of complaints for individual teams**



**Investigation Outcomes**

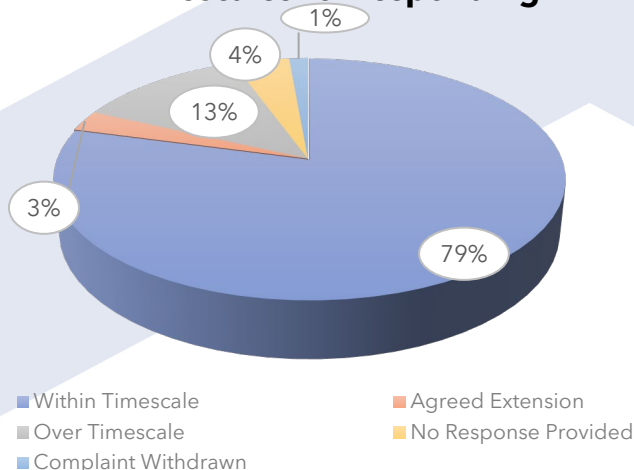
	Stage 1	Stage 2	LGSCO
<b>Upheld</b>	10	0	
<b>Partially Upheld</b>	10	2	
<b>Not Upheld</b>	33	10	1
<b>Other*</b>	6	1	
<b>Not Investigating</b>			13

**Top Reasons for Complaint:**

- 49%** Service not Provided
- 20%** Unhappy with Council Action/Decision
- 13%** Staff Professionalism

\*Resolved/Complaint Withdrawn/No Outcome Stated

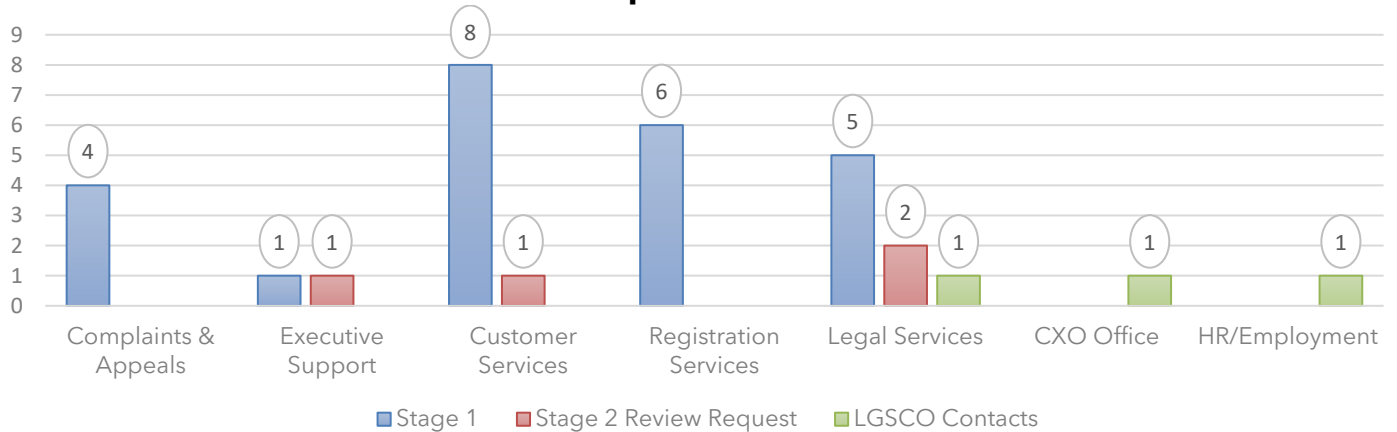
**Timescales for responding**



**Corporate Services**

2020-2021	Stage 1	Stage 2 Review Requests	LGSCO Contacts
<b>Corporate Operations</b>	19	2 <i>2 Investigations</i>	0
<b>Legal Services</b>	5	2 <i>2 Investigations</i>	1 <i>1 Not Investigating</i>
<b>HR/Employment</b>	0	0	1 <i>1 Not Investigating</i>
<b>CXO Office</b>	0	0	1 <i>1 Not Investigating</i>
<b>Total</b>	<b>24</b>	<b>4</b>	<b>3</b>

**Breakdown of complaints for individual teams**



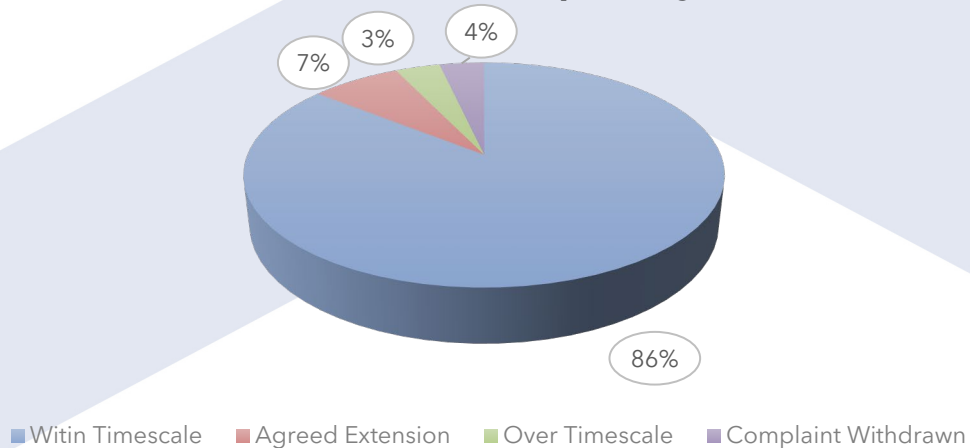
**Investigation Outcomes**

	Stage 1	Stage 2	LGSCO
<b>Upheld</b>	7	1	
<b>Partially Upheld</b>	7	1	
<b>Not Upheld</b>	9	2	
<b>Complaint Withdrawn</b>	1		
<b>Not Investigating</b>			3

**Top Reasons for Complaint:**

- 37%** Staff Professionalism
- 29%** Service Not Provided
- 16%** Quality of Service

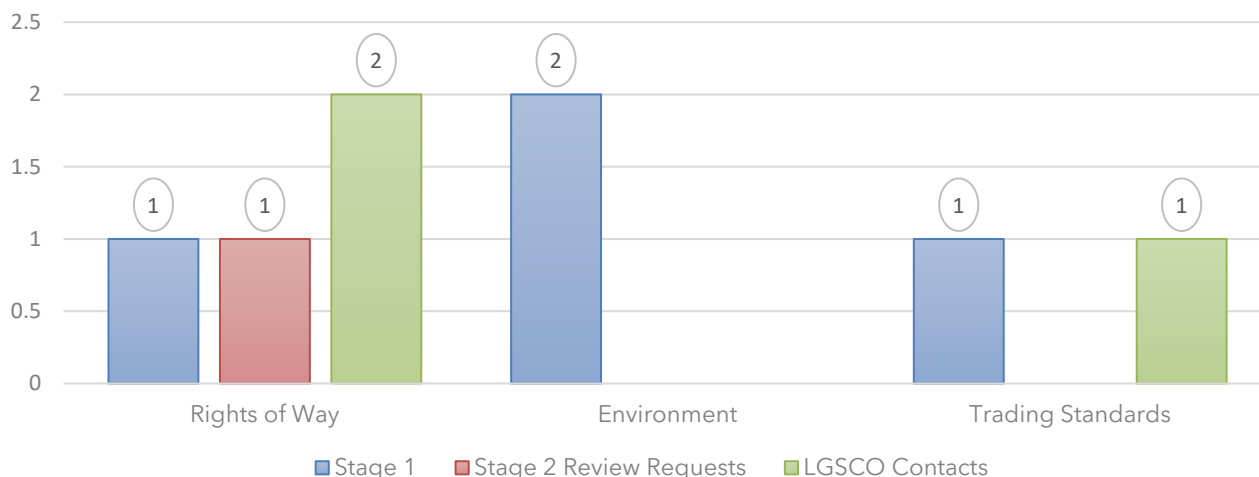
**Timescales for responding**



**Families & Communities**

2020-2021	Stage 1	Stage 2 Review Requests	LGSCO Contacts
Rural County	3	1 <i>1 Investigation</i>	2 <i>2 Not Investigating</i>
Trading Standards	1	0	1 <i>1 Enquiry</i>
<b>Total</b>	<b>4</b>	<b>1</b>	<b>3</b>

**Breakdown of individual teams**



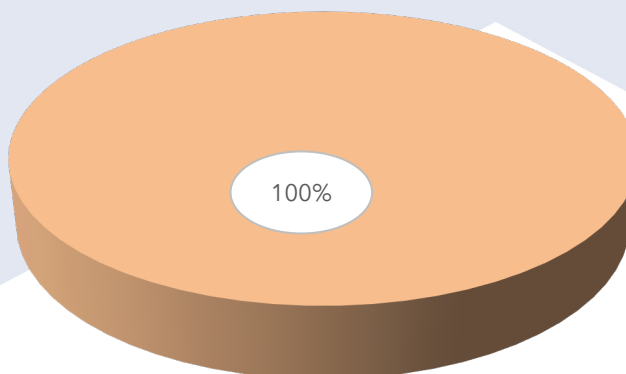
**Investigation Outcomes**

	Stage 1	Stage 2	LGSCO
Upheld	0		
Partially Upheld	3		
Not Upheld	1	1	

**Top Reasons for Complaint:**

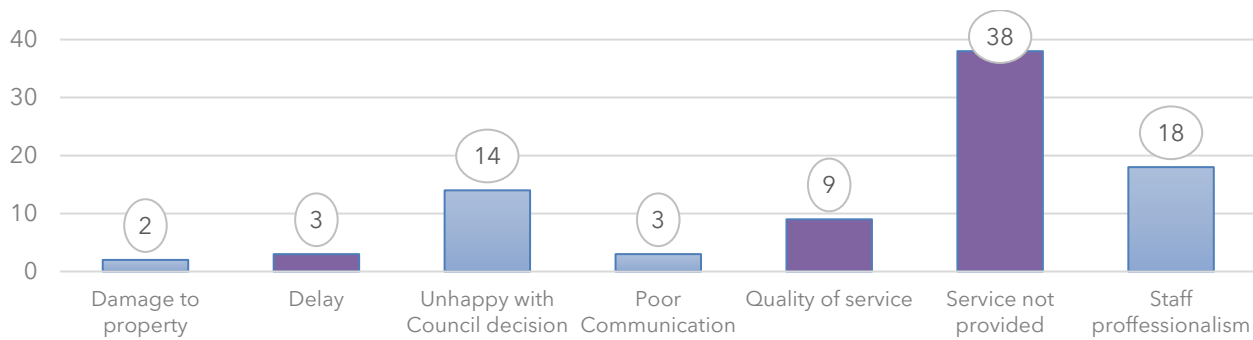
- 40% Service Not Provided
- 20% Staff Professionalism
- 20% Quality of Service

**Timescale for responding**



## Overview of Stage 1 Complaints

Below illustrates the nature of complaint received under Stage 1 of the Corporate Complaints Procedure.



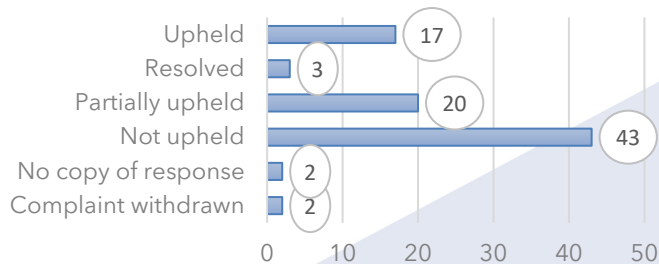
**57%** of complaints were about **service-related issues**, with service not being provided being the most popular. The majority of these relate to highways maintenance and inspection and include:



- Customer not happy with remedial works that have been carried out
- Receiving updates to advise works had been completed when according to the customer they have not
- Length of time taken to respond to correspondence/highways applications

Complaints about quality of service provided has seen a significant reduction in comparison with 2019-20. The last reporting period saw 27 however during 2020-21, there have been 9.

### Outcomes



**Staff professionalism** accounted for **20%** of complaints received. This can include a variety of issues, including alleged conduct towards a resident or where it was felt that staff had not been as helpful as they should have been when dealing with a resident's enquiries

**49%** of Stage 1 complaints were Not Upheld. This is a slight decrease in comparison with 2019-20 which saw 51% of complaints Not Upheld

**19%** of complaints were found to be Upheld. This is a decrease compared with 2019-21 where 26% of Stage 1 complaints were Upheld



### Response Timescales

Services achieved 87% compliance rate in respect of the Councils corporate timescales for responding to Stage 1 complaints. This is a significant increase with 2019-20 achieving 65%

**With pride. With purpose. With you.**

## Overview of Stage 2 Reviews

2020-21 saw a total of 20 Stage 2 Review requests submitted to the Customer Feedback and Complaints Team. Of these, 18 Stage 2 Reviews took place, and two requests were refused.

The chart below provides information on previous reporting period Stage 2 Review request data and outcomes:

	2017-18	2018-19	2019-20	2020-21
<b>Total Number of Stage 2 Review Requests Received</b>	<b>15</b>	<b>36</b>	<b>34</b>	<b>20</b>
Request for Stage 2 Review Granted	87%	78%	79% (27)	90% (18)
Request for Stage 2 Review Refused	13%	22%	21% (7)	10% (2)
Stage 2 Review - Upheld	0%	7%	11% (3)	5.5% (1)
Stage 2 Review - Partially Upheld	9%	32%	19% (5)	17% (3)
Stage 2 Review - Not Upheld	91%	57%	56% (15)	72% (13)

Service	Nature of Complaint	Outcome
<b>County Farms (1)</b>	Service not Provided	Not Upheld
<b>Highways Community Infrastructure (4)</b>	Service not Provided	Not Upheld
	Service not Provided	No Copy of Response
	Service not Provided	Not Upheld
	Service not Provided	Partially Upheld
<b>Highways Inspection (1)</b>	Stage 2 Review Request Refused	
<b>Highways Maintenance (5)</b>	Service not Provided	Not Upheld
	Service not Provided	Not Upheld
	Service not Provided	Not Upheld
	Damage to Property	Not Upheld
	Stage 2 Review Request Refused	
<b>Infrastructure Development &amp; Improvement (1)</b>	Unhappy with Decision	Partially Upheld
<b>Lighting (2)</b>	Unhappy with Decision	Not Upheld
	Unhappy with Decision	Not Upheld
<b>Transport - Connectivity Operations (1)</b>	Unhappy with Decision	Not Upheld
<b>Contact Centre (1)</b>	Staff Professionalism	Upheld



There has been a decrease in the number of Stage 2 Review requests received during 2020-21 of 41% in comparison with the previous reporting year.



Out of the 20 Stage 2 Review requests received, two were refused further escalation. This was because insufficient reason was provided to warrant further investigation of the issues raised.



72% of Stage 2 Reviews concurred with the findings of the Stage 1 complaint and remained Not Upheld. Only 1 Stage 2 Review resulted in a finding of Upheld



## Local Government and Social Care Ombudsman

The Ombudsman investigates complaints about the actions taken by or on behalf of a council or authority. The service is independent, free and impartial. The Local Government Act gives the Ombudsman the powers of the High Court to require the production of evidence or witnesses.

The main statutory functions for the Ombudsman are:

- to investigate complaints against councils and some other authorities
- to investigate complaints about adult social care providers from people who arrange or fund their adult social care (Health Act 2009)
- to provide advice and guidance on good administrative practice.

When investigating a complaint, the Ombudsman will look at whether there has been evidence of fault by the council and any injustice caused to the complainant. Following this the Ombudsman will recommend a proportionate appropriate and reasonable remedy to the complaint.

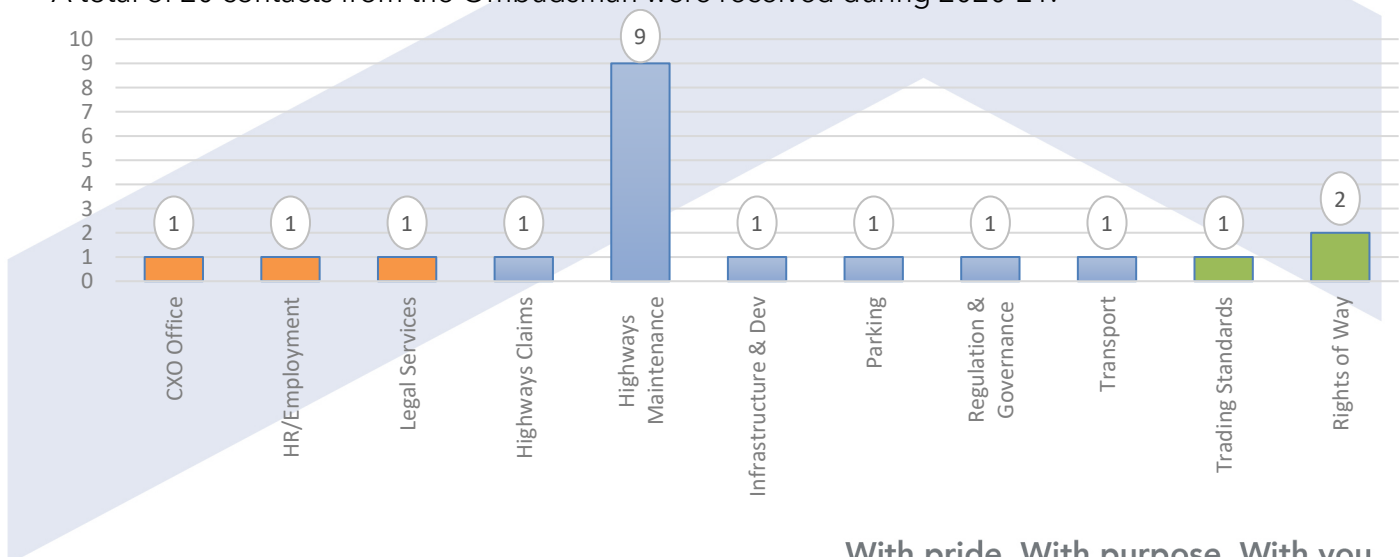
**Enquiries** - These instances are where the complainant has approached the Ombudsman with their complaint. The Ombudsman will then contact the Council to ask for further information in order to consider whether they will carry out a full investigation into the complaint. Should the Ombudsman decide that they will not carry out a detailed investigation, the complaint will be closed.

**Not Investigating** - On occasion, the Ombudsman may receive a complaint that it will not investigate. Reasons for this can be as follows:

- Alternative legal remedy
- Insufficient fault of justice
- Complaint referred to the Ombudsman over one year after the incident subject of the complaint occurred
- 

**Investigation** - An investigation will take place if the Ombudsman is of the view that the issues raised meet the tests set out in its Assessment Code. The Council will be advised of the investigation and the Ombudsman will specify what information it requires from the Council in order to investigate the complaint. Once the investigation has been completed, Draft Decision will be issued, and the Council and complainant will be invited to comment on this. The Ombudsman will then issue its Final Decision Statement on the complaint which details its findings and any recommendations that it expects the Council to implement. This can include changes to procedure or practice and financial payment to the complainant.

A total of 20 contacts from the Ombudsman were received during 2020-21.



A copy of the Ombudsman's decisions can be accessed via the links in the below chart.

<b>Service</b>	<b>Outcome</b>
CXO Office	Not Investigating <b>1</b> <a href="#">20 001 651 - Local Government and Social Care Ombudsman</a>
Trading Standards	Not Investigating <b>1</b> Decision not available on LGSCO website
Highways Claims	Not Investigating – Out of Jurisdiction <b>1</b> <a href="#">19 020 786 - Local Government and Social Care Ombudsman</a>
Highways Maintenance	Not Investigating – Out of Jurisdiction <b>3</b> <a href="#">20 005 174 - Local Government and Social Care Ombudsman</a> <a href="#">19 019 355 - Local Government and Social Care Ombudsman</a> <a href="#">20 011 520 - Local Government and Social Care Ombudsman</a>
	Enquiry <b>1</b> <a href="#">20 005 275 - Local Government and Social Care Ombudsman</a>
	Not Investigating <b>5</b> <a href="#">19 020 198 - Local Government and Social Care Ombudsman</a> <a href="#">20 007 334 - Local Government and Social Care Ombudsman</a> <a href="#">20 003 412 - Local Government and Social Care Ombudsman</a> <a href="#">20 001 651 - Local Government and Social Care Ombudsman</a> <a href="#">20 006 715 - Local Government and Social Care Ombudsman</a>
Infrastructure, Dev & Imp	Not Investigating <b>1</b> <a href="#">20 003 941 - Local Government and Social Care Ombudsman</a>
Parking Services	Enquiry <b>1</b> <a href="#">20 007 051 - Local Government and Social Care Ombudsman</a>
Regulation & Governance	Investigation <b>1</b> <a href="#">19 020 303 - Local Government and Social Care Ombudsman</a>
HR/Employment	Not Investigating – Out of Jurisdiction <b>1</b> Decision not available on LGSCO website
Legal Services	Not Investigating – Out of Jurisdiction <b>1</b> <a href="#">20 009 775 - Local Government and Social Care Ombudsman</a>
Rights of Way	Not Investigating <b>2</b> <a href="#">20 012 641 - Local Government and Social Care Ombudsman</a> <a href="#">20 008 762 - Local Government and Social Care Ombudsman</a>
Connectivity Operations	Investigation <b>1</b> <a href="#">20 007 506 - Local Government and Social Care Ombudsman</a>

Not all contacts from the Ombudsman result in an investigation. During 2020-21, only two cases proceeded to a full investigation.

#### **Connectivity Operations:**

That the Council unfairly withdrew its vacant seat scheme on home to school transport from September 2020 in response to the Covid-19 pandemic. The complainants believed that this was not justified under government guidance.

**Outcome: No fault found**

#### **Regulation and Governance:**

That the Council failed to consider the Armed Forces Covenant and exercise discretion by refusing to allow the complainant to make a late appeal against a penalty charge notice. The Council also refused to consider the complaint about this.

**Outcome: No fault found in respect of consideration of Armed Forces Covenant. Fault found in the way in which the complaint was dealt with.**

**Recommendation: Apology**

With pride. With purpose. With you.



There has been a 40% reduction in respect of contacts received from the Ombudsman during 2020-21



No recommendations for time and trouble payment or financial redress have been made during 2020-21



The number of complaints referred to the Ombudsman whereby, following assessment of the Council's handling of the complaint, the Ombudsman have concluded that no further investigation is necessary has increased from the last reporting period

### Learning from Complaints

All officers investigating and responding to complaints are encouraged to document any identified learning that has arisen from the investigation in order that this information can be used to improve existing practices. Sharing details of the complaint and investigation are also done in team meetings to allow teams to contribute to future service improvements.

It is expected that in all circumstances, complaints are investigated properly and that complainants are treated fairly and with empathy. An apology will often be offered in recognition that the resident will have felt sufficiently aggrieved to contact the council to make a complaint, even in cases whereby the complaint has not been upheld.

Examples of learning during this reporting period are:

*Refer details of the complaint to the Delivery Project Team responsible for monitoring performance of routine and reactive maintenance work with a view to reviewing information that is provided in response to reports from the public about highways drainage issues as well as information available during the reporting process.*

*Current practices and processes in relation to reports about highway trees causing damage to private property are reviewed.*

*Responses to reports from the public about highway tree issues are reviewed to ensure these are informative and provide advice that is understandable.*

*Information available online and via the Report It App is enhanced to include detail on how reports cannot typically be responded to via face-to-face or on-site discussions.*

*Ensure that information already available online for some options in relation to highway trees is provided via all highway tree report options.*

*A review of the procedure for letters issued to landowners in relation to matters affecting the highway is currently ongoing, but the Council will ensure that the review includes:*

- *The contact information provided on letters sent by the Inspection Team*
- *The tone, wording, content and accuracy of letters sent by the Inspection Team*

*That the Delivery Project Team consider:*

- *A review of the process involved when repair audits are completed electronically as well as the recorded location information associated with works tasks that is made available to operatives, to reduce the risk of works tasks being closed incorrectly.*
- *Further investigation of the crew reports held in relation to Harwood Avenue to identify any specific training needs with individual/s from the area depot and consider if wider retraining across all operational depots is needed.*

*Review the delays associated with your reports being sent to the Inspection team to identify any training needs and improve customer service.*

*Review the quality of internal communications when redirecting reports to ensure details provided by members of the public are fully considered.*

*All site plans will be reviewed specifically to identify private land and their boundaries and ensure the relevant information is available for the construction team.*

*Site correspondence letters will be subject to additional checks for accuracy before they are printed and sent out.*

*An impact assessment will be carried out by the design and delivery team for future schemes to ensure that the correct level, timing and coverage of communication is being sent out.*

*The workforce has been re-briefed on working safely in line with the COVID19 constraints.*

*The team are reviewing the way that phone calls and messages are received into the department, and how to manage this continued increase in workload going forwards. The Transport Team takes complaints of this nature very seriously and is committed to delivering excellent customer service. This year has however seen unprecedented demand for the team, which has meant that we have not been able to meet our usual high standards of customer service.*

*Officers dealing with traffic related enquiries/reports will be reminded to ensure the correct response status is being selected when responding to reports on the system.*

*A review of the information available to applicants for a Disabled Persons Parking Bay*

## **Other types of contact**

Information is available on the Complaints webpages to signpost residents to the appropriate process for issues that are outside of the Corporate Complaints Procedure. However, residents do continue to use the online form and direct emails to the Customer Feedback and Complaints Team regarding matters that the team is unable to assist with.

Wherever possible, the team will advise the resident where they should direct their enquiry. This can include signposting to alternative contacts within the Council where online reporting facilities exist (highways, parking for example). If the concern is about an issue that is not in the remit of the Council, then the team will find out information from other sources and provide this to the resident so that they can refer the matter to the correct organisation.

Contacts that are not eligible for the Corporate Complaints procedure are recorded under a variety of categories, dependant on the nature of the contact.

### **Enquiries:**

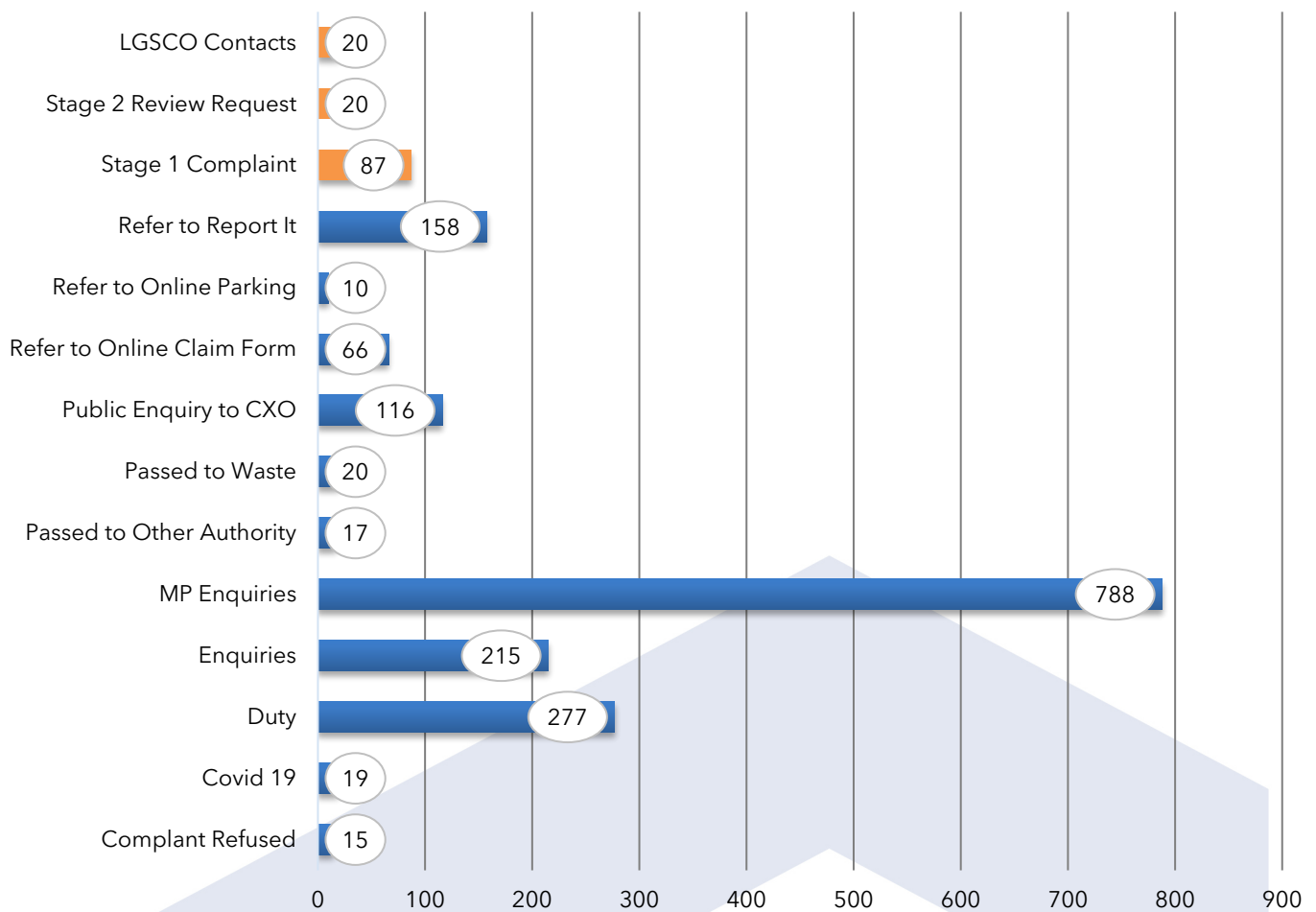
Contacts are recorded as enquiries when the resident is asking a general question or has a query about a Council function that is relatively straightforward. If the Complaints Team can provide the answer, then a

response will be provided by them. Alternatively, if this is not possible, the appropriate service will be asked to contact the resident to arrange a reply.

**Duty:**

Matters categorised as Duty are complaints that are outside the remit of the Corporate Complaints Procedure and work is undertaken by the Complaints Team to provide a response to the resident. The input by the Complaints Team can include liaising with the service area for background information and continued exchange of correspondence with the resident. Depending on complexity of the issues raised and the actions of the resident, this can take between 1 working day to several weeks of case management to conclude. Duty can often become a more complex matter to close due to it not being underpinned by a specific process.

The chart below details the different types of contacts that are received by the Customer Feedback and Complaints Team.



The Complaints Team are responsible for managing complaint and the MP and Public Enquiry processes. As demonstrated in the chart above, a significant proportion of Corporate matters that come into the Complaints Team are outside of these procedures.

2020-21 has seen a considerable increase in demand in MP enquiries, Duty issues, enquiries, and referrals to Report It.



**34%** increase in MP Enquiries



**23%** increase in Duty matters



**147%** increase in Enquiries



**177%** increase in referring to Report It

### Concluding Comments

The data for 2020-21 indicates that there has been an overall decrease in complaints received that are eligible for investigation under the Corporate Complaints Procedure. Complaint numbers can fluctuate, and it can be difficult to anticipate the volume of complaints that the Council may receive. An increase or decrease does not necessarily indicate that there is a specific area of concern unless the complaints received are about the same issue and the same service area and that these complaints are found to be upheld.

As documented in the report, there has been a substantial increase in Enquiries, Duty and Refer to Report It issues that the Complaints Team have dealt with during the reporting period. Information is set out on the website advising residents how to make first time service requests and seek updates in respect of highways issues. However, in line with data from 2019-20, it can be concluded that whilst several Council services can now be accessed online, residents are using the customer feedback and complaints online form and email address to make contact with the Council.

The number of complaints that have been investigated and responded to under Stage 1 has remained in line with 2020-19. The criteria for a complaint to be addressed formally under the Corporate Complaints Procedure inevitably means that not all complaints received by the Council will be subject this process. The criteria ensures that the Council can focus its resource on formal complaint investigations about issues that have a personal and direct effect on a resident. Dissatisfaction about a general community issue will continue to be excluded from a formal investigation but they will be recorded and passed to the appropriate service for information and consideration.

Providing a quality and timely response to a formal complaint is important and provides reassurance to the resident that their complaint has been taken seriously. Performance in respect of timescales for both stage 1 and Stage 2 complaint has improved with a higher compliance rate than 2019-20.

It is the aim of the Corporate Complaints Procedure to try and resolve a complaint at Stage 1. The reduction in escalation to Stage 2 indicates that complainants are satisfied with the outcome of the investigation at Stage 1. Escalation to Stage 2 is not automatic and a review will not re-investigate the complaint. Its purpose is to provide the complainant with the opportunity to state where they feel that the Stage 1 complaint was not adequately investigated at Stage 1 or whereby relevant evidence was not considered as part of the investigation. A Stage 2 Review will not take place based solely on the complainant's disagreement with the Stage 1 outcome and if insufficient reason is provided by the complainant in the request to escalate to a Stage 2 Review then this will not be granted. During 2020-21, 90% of Stage 2 Review requests were granted however of these, 72% were found to be Not Upheld.



2020-21 has seen a positive outcome in respect of Local Government and Social Care Ombudsman contacts. Of the 20 contacts, only two formal Ombudsman investigations took place. 18 contacts resulted in the Ombudsman concluding that no investigation would take place, re-enforcing the Council's handling of the complaint.

The number of complaints dealt with under the Corporate Complaints Procedure is relatively small in comparison to the number of contacts received by the Complaints Team. However, the Council must still ensure that the formal complaint process is recognised as a key function within the Council and used to identify and resolve any failings in service provision for the resident. Opportunity to learn from the resident's journey must be utilised so that the services we provide can be improved and for measures to be put in place to prevent reoccurring complaints in the future. The information contained within the Learning from Complaints section of this report details specific working practices that have been reviewed because of a complaint that has been made and show that complaints can make a difference.

### Complaints Team Priorities - Corporate Complaints

- Review the categories used to record contacts on the database to ensure that they align to Council service structures, are an accurate and up to date reflection of the types of contacts received
- Refresh internal guidance documents for staff handling complaints
- Bring operating procedures for complaints handling in line with the new guidance issued by the Local Government and Social Care Ombudsman
- In view of the increase in Duty, Enquiry and Refer to report It contacts, identify where information can be better presented to residents on the Council's complaints webpages so that the resident can report issues to the Council using the online portal
- Continue to publicise the Corporate Complaints Procedure to staff within the Council





<b>Local Members Interest</b>
n/a

## **Corporate Overview and Scrutiny Committee – Tuesday 05 October 2021**

### **Overview and Scrutiny Committee Work Programme 2021-22 Update**

#### **Recommendations**

I recommend that:

- a. Committee considers the work programmes for 2021-22 as proposed by each Overview and Scrutiny Committee.
- b. Committee agree the Overview and Scrutiny Work Programme 2021-22

#### **Report of Chair of Corporate Overview and Scrutiny Committee**

#### **Summary**

The Corporate Overview and Scrutiny Committee is the overarching scrutiny body with responsibility for agreeing an annual work programme for the Council's overview and scrutiny function. Attached in appendices 1-4 are the work programmes proposed by each of the four overview and scrutiny committees for 2021-22.

Members are invited to give consideration to the work programmes for individual Scrutiny committees, identify areas where topics overlap and where necessary, agree which committee should undertake scrutiny of the topic.

#### **1. Background**

- 1.1 The Local Government Act 2000 states that Councils operating executive arrangements must also make provision for the appointment of overview and scrutiny committees.
- 1.2 Overview and Scrutiny Committees were established by Council at its annual meeting on 5 May 2021. The thematic committees held initial meetings to receive presentation of the services provided, priorities and challenges for Directorates and Partner organisations

in July. Each Committee discussed their proposals for topics that fell in its remit.

- 1.3 At each meeting, Overview and Scrutiny Members continue to review, develop and progress their programme of work.

## **2. Current position**

- 2.1 This report draws together the work programmes into an annual overview and scrutiny work programme for consideration and monitoring by the Corporate Overview and Scrutiny Committee.
- 2.2 The Committee is asked to consider the work programme for 2021-22 taking into account where scrutiny can add value, strengthen decision making to enhance services that the Council delivers and aligns to the strategic plan.

## **3. Link to Strategic Plan**

- 3.1 The Overview and Scrutiny Committee remits and work programmes are developed to ensure that scrutiny reinforces the value and importance of challenge and they are aligned to the ambitions and delivery of the principles, priorities and outcomes of the Staffordshire Corporate Plan.

## **4. Link to Other Overview and Scrutiny Activity**

- 4.1 The work programme will co-ordinate scrutiny activity between the four Overview and Scrutiny Committees and take into account where and when scrutiny can add value and influence decision making.

## **List of Appendices:**

Appendix 1: Corporate O&S Committee Work Programme  
Appendix 2: Health and Care O&S Committee Work Programme  
Appendix 3: Prosperous O&S Committee Work Programme  
Appendix 4: Safeguarding O&S Committee Work Programme

## **Contact Details**

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**E-Mail Address:** [nicholas.pountney@staffordshire.co.uk](mailto:nicholas.pountney@staffordshire.co.uk)

## WORK PROGRAMME – 2021/2022

### Corporate Overview and Scrutiny Committee

The Corporate Overview and Scrutiny Committee is the Council's principal overview and scrutiny committee. It is responsible for co-ordinating and approving the scrutiny work programmes, overseeing the work of the Overview and Scrutiny Committees and ensuring coherence of approach to cross cutting policy themes. The committee also has a key role in challenging progress around the Council's ambitions of running the business well.

The Committee also scrutinises those areas of the County Council's activity focused on corporate improvement. Its remit covers:

- Holding the Leader and Cabinet Member for Finance and Resources of the Council to account for achievement of the overall vision of a connected Staffordshire.
- The Council's overall performance and approach to managing performance and Strategic Corporate Planning
- The Council's Medium-Term Financial Strategy
- The Council's on-going programme of improvement and transformation.
- The Committee is responsible for scrutiny of achievement against the Council's strategic priorities
- The Council as a commissioning organisation including how it uses customer insight to drive improvements in services

We review our work programme regularly to ensure it remains relevant to the challenges facing local communities, the Council and its partners.

#### **County Councillor Colin Greatorex**

Chairman of the Corporate Overview and Scrutiny Committee

If you would like to know more about our work programme or how to raise issues for potential inclusion on a work programme then, please contact Nick Pountney - Scrutiny and Support Manager – [Nicholas.pountney@staffordshire.gov.uk](mailto:Nicholas.pountney@staffordshire.gov.uk)

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
10 June 2021	Introduction to the Committee and Work Programme Planning  Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon/Nick Pountney		
2 July 2021 Cancelled Reserved for Call In			
29 July 2021	Integrated Performance Report – Quarter 1 2020/21  Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon		
	Appointment of the Medium Term Financial Strategy Working Group  Officers: Carol Bloxham/Nick Pountney		
6 August 2021 Cancelled Reserved for Call in			
7 September 2021	Climate Change Annual Report and Action Plan 2  Member: Simon Tagg Officer: Clive Thomson		
1 October 2021 Cancelled Reserved for Call In			
5 October 2021	Corporate Complaints Annual Report 2020/21 Member: Alan White Officers: John Tradewell/Kate Bullivant		

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
	<p>Overview and Scrutiny Work Programmes 2021/22</p> <p>Overview and Scrutiny Chairman</p>		
8 November 2021 Reserved for Call In			
16 November 2021	<p>Integrated Performance Report – Quarter 2 2020/21</p> <p>Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon</p>		
	<p>Digital Strategy</p> <p>Member: Ian Parry Officers: John Tradewell/Kerry Dove</p>		
	<p>Impact of COVID-19 on SCC Communities, Economy and Organisation and Recovery Progress - Update October 2021 and Way Forward</p> <p>Member: Alan White Officers: John Tradewell/Deborah Sullivan</p>		
3 December 2021			
7 January 2022 Reserved for Call In			
20 January 2022	<p>Development of the Strategic Plan</p> <p>Member: Alan White Officer: John Tradewell</p>		

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
4 February 2022 Reserved for Call In			
4 March 2022 Reserved for Call In			
29 March 2022			
5 April 2022 Reserved for Call In			
TBC	Scrutiny of the Local Enterprise Partnership		
TBC	Equal Opportunities		<p>Raised at 3/7/20 committee – need more equality areas in the work programme. Discussion with Chair and Vice Chairs/officers 6/10/20.</p> <p>Draft paper being prepared, setting out the current position from both a community and workforce perspective. Focus groups to be arranged. Following this a general refresh of Equality Objectives will be carried out. Then report to Corporate Review for scrutiny and to inform the committee of the areas which need priority.</p>
TBC	<p>Governance and control of arm's length companies/partners. E.g. Nexxus/Entrust/AMEY. Particularly in light of Robin Hood Energy/Nottingham City Council. What is out process, how is performance measured, how are contract changes negotiated, what influence do we have.</p> <p>Member: Philip White Officers: Helen Riley/Darryl Evers/John Tradewell/Ian Turner</p>		<p>Item discussed with Chair and Vice Chairs. MTFS to look at financial aspects. Report requested for early 2021, possibly January in line with MTFS findings.</p>

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
TBC Data Sharing			
TBC People Strategy Recruitment Smart Working/Future Office			

### Items for Consideration for the Work Programme

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Suggested item	Link to the Council's Commissioning Plans	Background	Possible Option
Networks – E.g. Leaders group/CE groups/LGA - how is the information shared?		Discussed at Chairs/Vice Chairs meeting 07/10/20	

### Working Groups

MTFS 2021/22	<b>Appointment of Members 2021</b>	Membership <ul style="list-style-type: none"> <li>• Cllr C Greatorex</li> <li>• Cllr B Peters</li> <li>• Cllr J Salisbury</li> <li>• Cllr C Atkins</li> <li>• Cllr J Pert</li> <li>• Cllr G Heath</li> <li>• Cllr S Thompson</li> <li>• Cllr J Oates</li> </ul>	Observers
Climate Change Working Group		Membership <ul style="list-style-type: none"> <li>• TBC</li> </ul>	

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Suggested Working Group item	Link to the Council's Commissioning Plans	Background	Possible Option

Membership - County Councillors	Calendar of Committee Meetings
Colin Greatorex (Chairman)	10 June 2021
Conor Wileman (Vice Chairman - Overview)	2 July 2021 reserved for call in CANCELLED
Gill Heath (Vice Chairman - Scrutiny)	29 July 2021
	6 August 2021 reserved for call in CANCELLED
Charlotte Atkins	7 September 2021
Tina Clements	1 October 2021 reserved for call-in CANCELLED
Mike Davies	5 October 2021
Jeremy Oates	8 November 2021 reserved for call-in
Jeremy Pert	16 November 2021
Bernard Peters	3 December 2021
James Salisbury	7 January 2022 reserved for call-in
Bob Spencer	20 January 2022
Samantha Thompson	4 February 2022 reserved for call-in
Mike Worthington	29 March 2022
	5 April 2022 reserved for call-in



## **WORK PROGRAMME – 25 October 2021 (Draft)**

### **Health and Care Overview and Scrutiny Committee 2021/22**

This document sets out the work programme for the Health and Care Overview and Scrutiny Committee for 2021/22.

The Health and Care Overview and Scrutiny Committee is responsible for:

- Scrutiny of matters relating to the planning, provision and operation of health services in the Authority's area, including public health, in accordance with regulations made under the Health and Social Care Act 2001 and subsequent guidance.
- Scrutiny of the Council's work to achieve its priorities that Staffordshire is a place where people live longer, healthier and fulfilling lives and In Staffordshire's communities people are able to live independent and safe lives, supported where this is required (adults).

Page 3

#### **Link to Council's Strategic Plan Outcomes and Priorities**

- Inspire healthy, independent living
- Support more families and children to look after themselves, stay safe and well

We review our work programme from time to time. Sometimes we change it - if something comes up during the year that we think we should investigate as a priority. Our work results in recommendations for NHS organisations in the county, the County Council and sometimes other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

**Councillor Jeremy Pert**

**Chairman of the Health and Care Overview and Scrutiny Committee**

If you would like to know more about our work programme, please get in touch with Deborah Breedon, Scrutiny and Support Officer on [Deborah.breedon@staffordshire.gov.uk](mailto:Deborah.breedon@staffordshire.gov.uk)

In Staffordshire, the arrangements for health scrutiny have been set up to include the county's eight District and Borough Councils. The Health and Care Overview and Scrutiny Committee is made up of elected County Councillors and one Councillor from each District or Borough Council. In turn, one County Councillor from the Committee sits on each District or Borough Council overview and scrutiny committee dealing with health scrutiny. The Health and Care Overview and Scrutiny Committee concentrates on scrutinising health matters that concern the whole or large parts of the county. The District and Borough Council committees focus on scrutinising health matters of local concern within their area.

## Health and Care Overview and Scrutiny Committee Work Programme 2021-22

Date	Topic	Background/Outcomes	
<b>Committee Meetings, Reviews and Consultations</b>			
		Background	Outcomes from Meeting
<b>Monday 7 June 2021 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Health Scrutiny Arrangements</li> <li>Work Programme Planning Covid-19 Update</li> </ul>		Awareness of the background, scope and role of health scrutiny in Staffordshire. Work programme items to be prioritised and work programme to be submitted to the meeting on 5 July 2021
<b>Monday 5 July 2021 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Restoration and Recovery</li> <li>Access to GP surgeries</li> <li>Future Delivery of Residential Replacement Care Services in Staffordshire (learning disabilities) (21/07/2021)</li> <li>Covid-19 Update</li> </ul>		<p>R&amp;R: highlighted the work carried out through pandemic, noted the progress and risks around R&amp;R and work planned to address current issues and move forward. Requested additional data and actions plans.</p> <p>Access to GP : noted the actions planned and requested detail of process to engage re s106 agreement relating to healthcare and feedback from consultation work with residents and practices on patient preference - perceptions, challenges and barriers.</p> <p>RRCS: Endorsed the commencement of the option appraisal. Pre-decision report requested. Covid update was noted members to share the update and representation of the vaccine programme widely.</p>
<b>Monday 26<sup>th</sup> July at 2.00 pm</b> Additional meeting	<ul style="list-style-type: none"> <li>Walleys Quarry Landfill site - Health Implications</li> </ul>		Health and wellbeing implications : Questioning of strategic partners relating to the health and wellbeing implications of odour emissions from Walley's Quarry Landfill Site resulted in a recommendation to write to Government relating to the length of time the issues had been going and the adverse impact on the health and wellbeing of residents in Staffordshire and to request intervention in this matter. Other recommendations related to requests for further information about health and safety of employees, air quality monitoring reports, data relating to mental health impact. Also recommendations to EA to maintain monitoring, share data with PHE and to suggest investigate technical monitoring of emissions at landfill sites and recommendations to CCGs relating to referral pathways for those requiring support for mental health and wellbeing issues associated with Walleys Quarry Landfill Site. EA was requested to provide monthly written briefings of emission levels and a report to this committee in October 2021 to detail the range of works completed.
<b>Monday 9 August 2021 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>George Bryant Centre</li> <li>Maternity Services</li> <li>Covid-19 Update</li> </ul>	Work planning (7.6.2021) SCC PH	<p>GBC- Endorsed the process., requested additional information re clinical data to include in the business case. Highlighted the importance of the community impact assessment.</p> <p>Healthwatch Staffordshire to support face to face engagement with service users, families and carers. Further report requested following consultation.</p> <p>Maternity Services – endorsed the process and requested further trend data for home births.</p> <p>Healthwatch Staffordshire support to contact user groups. Further report following consultation.</p>

<b>Monday 20 September 2021 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Urgent and Emergency Care Programme</li> <li>Difficult Decisions</li> <li>Phase 3 vaccination programmes</li> <li>COVID-19 Update</li> </ul>	Work programme (14.09.2020) Triangulation (2020) & Work planning	Process agreed - Comments re consultation process U&E care programme and Difficult decisions will feed into the consultation process and reports re feedback to future meeting. Phase 3 Vaccination programme – Progress noted, suggestion to include more detail of Flu vaccination programme in Webinar on 29 Sept. Thanked officers for speed of mobilisation. Covid Update- noted increase in case rates, steady take up rate and early winter pressures. To circulate Covid study report. DC/BC requested additional urgent items re GP Access and West Midlands Ambulance Service to be added to work programme.
<b>Thursday 21 October 2021 at 2.00 pm</b> Members Workshop	Introduction to Mental Health workshop <ul style="list-style-type: none"> <li>Mental Health and Wellbeing – overview of services from mild to acute provision</li> </ul>	Work Planning (7.6.2021)  CS/ASC/CCG	
<b>Monday 25 October 2021 at 10.00 am</b> Scheduled  Page 3	<ul style="list-style-type: none"> <li>Transformation Programme - Community Diagnostic Policy</li> <li>Review of independent in-patient mental health hospitals in Staffordshire</li> <li>Dashboard of proposed Health and Care KPIs</li> <li>Walleys Quarry Update (26/7/21)</li> <li>COVID-19 update</li> </ul>	<b>Agenda to be confirmed following triangulation and CCG planning meetings</b>	<ul style="list-style-type: none"> <li>Future delivery of residential replacement services – pre-decision scrutiny (5.7.21)</li> <li>Winter plan NHS</li> </ul>
<b>22 November 2021 VC Scrutiny Lead</b> Inquiry day	<b>Inquiry Day</b> - wider determinants of Health <ul style="list-style-type: none"> <li>AM – Healthy you - Diet/ obesity/ activity healthy life expectancy.</li> <li>PM – Healthy Environment impact – housing, planning, food outlets</li> </ul>	Full day 2 sessions	Role of partners including community support and Parish Councils Involving DC/BC, Parish Councils, healthwatch and voluntary sector.
<b>Monday 29 November 2021 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Integrated Care Strategy – vertical integrated</li> <li>Health &amp; Care pathway</li> <li>COVID update</li> </ul>		Residents can access the services they need and can move seamlessly through health and care services without deconditioning
<b>Monday 13 December 2021 at 10.00 am</b> Additional meeting	<ul style="list-style-type: none"> <li>West Midlands Ambulance Service</li> <li>GP Access</li> </ul>		Requested 20 September meeting
<b>Monday 31 January 2022 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Care Home services – review of market and health and care plan for sector medium term</li> <li>Impact of Long COVID</li> <li>Health and Care post COVID – lessons learned</li> </ul>		
<b>Tuesday 15 March 2022 at 10.00 am</b> Scheduled	<ul style="list-style-type: none"> <li>Use of advances in technology in Health &amp; Social Care (Inquiry)</li> <li>Draft Mental Health Strategy</li> </ul>		

<b>Tuesday 19 April 2022 at 10.00 am</b> Scheduled	Environment Day <ul style="list-style-type: none"> <li>Climate change – what are Staffordshire’s health and care partners doing</li> <li>Impact of air pollution on health</li> </ul>		Corporate and Prosperous – considering Climate Change
<b>Working Party VC Overview lead Scope</b>	<ul style="list-style-type: none"> <li>Role and impact from school’s mental wellbeing counsellors, including the Healthy Schools Programme</li> </ul>	Awaiting timeline	
<b>To be scheduled Chair Lead</b> holding to Account	<ul style="list-style-type: none"> <li>Scrutiny of Corporate Plan (Single item)</li> <li>Focus on Health and Care</li> </ul>	Work planning (7.6.2021)	<b>Corporate O&amp;S</b> - 29 July 2021 officers to prepare performance data: Draft Corporate Plan to be considered (date to be agreed)

<b>Working list of items</b>		
<b>Suggested Items</b>	<b>Background</b>	<b>Possible Option</b>
The Role of Community Hospitals within the Wider Health Economy (CCGs, MPFT, D&BUHFT)		
‘Long’ Covid-19 - Reponse by Health (CCGs and Accute Hospital Trusts)	Agreed at Committee meeting on 14 September 2020	January 2022
Workforce Planning (Accute Hospital Trusts)	Requested by Chairman at Committee meeting on 26 October 2020	
SCC Mental Health Strategy (SCC)	Requested by Richard Deacon 21 October 2020	Draft February 2022
ICS and Urgent Care configuration engagement (CCGs/ICS)	Requested by Chairman in correspondence with CCGs Accountable Officer 5 March 2021	20 September 2021
Staffordshire Healthwatch Annual Report and Contract (Healthwatch and SCC)	Requested at meeting on 16 March 2021	Briefing circulated August 2021 – schedule early 2022
Going Digital in Health (CCGs)	Requested at meeting on 16 March 2021	15 March 2022
Care Homes – Future Strategy and Key Issues including Future Demand (SCC)	Requested at meeting on 16 March 2021	January 2022
Social Care IT system procurement		March 2022
Mental Health: Community	To be scheduled (work planning - 07.06.2021)	
Mental Wellbeing Children: engage with education providers	To be scheduled (work planning - 07.06.2021)	
Mental Health : Acute – shortage of childrens beds	To be scheduled (work planning - 07.06.2021)	
Childrens Dentstry – Flouridisation/ orthodontic access	To be scheduled (work planning - 07.06.2021)	
STP	Scheduled October 2021	
Womens Health Strategy	To be scheduled (work planning - 07.06.2021)	
Application funding for Adult Social Care	To be scheduled (work planning - 07.06.2021)	

## Membership

Jeremy Pert Chairman)  
Paul Northcott (Vice-Chairman - Overview)  
Ann Edgeller (Vice-Chairman – Scrutiny)

Jak Abrahams  
Charlotte Atkins  
Philip Atkins  
Richard Cox  
Keith Flunder  
Thomas Jay  
Phil Hewitt  
Jill Hood  
Janice Silvester-Hall  
Ian Wilkes

## Borough/District Councillors

Jill Hood (Stafford)  
Martyn Buttery (Cannock)  
Rosemary Claymore (Tamworth)  
Barbara Hughes (Staffordshire Moorlands)  
Colin Wileman (East Staffordshire)  
Joyce Bolton (South Staffordshire)  
David Leytham (Lichfield)  
Ian Wilkes (Newcastle-under-Lyme)

## Calendar of Committee Meetings

at County Buildings, Martin Street, Stafford. ST16 2LH  
(at 10.00 am unless otherwise stated)

Monday 7 June 2021 at 10.00 am;  
Monday 5 July 2021 at 10.00 am;  
Monday 26 July 2021 – Special meeting - Castle House NuLBC  
Monday 9 August 2021 at 10.00 am;  
Monday 20 September 2021 at 10.00 am;  
Monday 21 October at 2pm - Mental Health Workshop;  
Monday 25 October 2021 at 10.00 am;  
Monday 22 November 2021 at 10.00 am – Inquiry Day;  
Monday 29 November 2021 at 10.00 am;  
? December 2021 TBC  
Monday 31 January 2022 at 10.00 am;  
Tuesday 15 March 2022 at 10.00 am;  
Tuesday 19 April 2022 at 10.00 am.

Working Party meetings to be scheduled September 2021 - February 2022  
Paused awaiting timelines



## **WORK PROGRAMME – 29 November 2021**

### **Prosperous Overview and Scrutiny Committee**

This document sets out the work programme for the Prosperous Staffordshire Select Committee for 2021/22.

The Prosperous Overview and Scrutiny Committee are responsible for scrutiny of highways infrastructure and connectivity, flood and water management, education, learning and skills. As such the statutory education co-optees will sit on this committee. The Work Programme is linked to the Vision, Outcomes and Priorities detailed in the Council's Strategic Plan 2018-22.

We review our Work Programme at every meeting. Sometimes we change it - if something important comes up during the year that we think we should investigate as a priority. Our work results in recommendations for the County Council and other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

#### **County Councillor Tina Clements**

Chairman of the Prosperous Overview and Scrutiny Committee

If you would like to know more about our work programme, please contact Jonathan Lindop - Scrutiny and Support Officer by emailing [jonathan.lindop@staffordshire.gov.uk](mailto:jonathan.lindop@staffordshire.gov.uk)

## Work Programme 2021/22

Date of meeting	Item	Details	Information/Action/Outcome from meeting
Friday 23 July 2021 am	All Party Member Working Group (APMWG) Report - Future Economy and Enterprise Cabinet Member: Alan White Chairman APMWG: Simon Tagg Lead Officers: John Tradewell/Peter Barker	Raised at 15 January 2021 Committee meeting	<p>(a) That the report be received and noted.</p> <p>(b) That the Executive's response to the Aspiration, Future Economy and Enterprise All Party Work Group and the progress which had already been made to date, be welcomed.</p> <p>(c) That a further update on the progress made in implementing the recommendations/Action Plan be brought to the Committee at their January 2022 meeting or following consideration by Cabinet, whichever is the later.</p>
	Economic Recovery, Renewal and Transformation Quarterly Update Cabinet Member: Philip White Lead Officers: Darryl Eyers/Anthony Hodge	Requested at 15 July 2020 Triangulation meeting	<p>(a) That the report be received and noted.</p> <p>(b) That the early signs of economic recovery following the re-opening of the Staffordshire economy be welcomed.</p> <p>(c) That a further update be brought to the Committee January 2022.</p>
	HS2 Quarterly Update Cabinet Member: Philip White Lead Officers: Darryl Eyers/Sarah Mallen	Requested at 26 February 2021 Committee meeting	<p>(a) That the oral report and presentation be received and noted.</p> <p>(b) That arrangements be made for the Committee to visit HS2's Operator Skills/Apprentice Hub at Dunton Warf, Tamworth to see something of the work being undertaken to safeguard/promote prosperity in the County.</p> <p>(c) That a further update be brought to the Committee in January 2022.</p>
Thursday 16 September 2021 am	Household Waste Recycling Centres Mobilisation Update and Intended Changes Cabinet Member: Simon Tagg Lead Officers: Clive Thomson/Carole Smith	Requested at 2 July 2021 Pre-Agenda preview	
	Proposal for Scrutiny Review - 20 mph Speed Limits by Mike Barr Cabinet Member: David Williams Lead Officers: Darryl Eyers/James Bailey	Requested at 2 July 2021 Pre-Agenda preview	



	Safer Roads Partnership Cabinet Member: David Williams Lead Officers: Darryl Eyers/James Bailey	Requested at 2 July 2021 Pre-Agenda preview	
	<del>Climate Change Annual Report and draft Climate Change Action Plan 2</del> <del>Cabinet Member: Simon Tagg</del> <del>Lead Officer: Darryl Eyers/Clive Thomson</del>	<del>Requested by email from Clive Thomson 21 July 2021</del>  To be considered by Corporate Overview and Scrutiny Committee with the agreement of the Chairmen.	
	National Bus Strategy Cabinet Member: David Williams Lead Officer: Darryl Eyers/Clive Thomson	Added with the agreement of the Chairman, in lieu of Climate Change Annual report (above)	
Thursday 11 November 2021 am NB Chairman on Jury Service  *Monday 29 November 2021 pm	Highways Partner Contract Performance and Transformation Cabinet Member: David Williams Lead Officers: Darryl Eyers/James Bailey	Requested at 2 July 2021 Pre-Agenda preview	
	Flood Risk Management Cabinet Member: Simon Tagg Lead Officers: Darryl Eyers/Jamie Cooper	Requested at 2 July 2021 Pre-Agenda preview	
	<del>* Local Industrial Strategy/Strategic Infrastructure Plan</del> <del>Cabinet Member: Philip White</del> <del>Lead Officer: Anthony Hodge/Mark Parkinson</del>	<del>Item agreed at 30 October 2019 Triangulation Meeting. Added at request of Chairman at Pre-Agenda preview 31 August 2021. Cabinet Member advised scrutiny premature at this stage.</del>	
Friday 14 January 2022 am NB. Cabinet Member unavailable	All Party Member Working Group (APMWG) Report - Future Economy and Enterprise - Update Cabinet Member: Alan White Chairman APMWG: Simon Tagg Lead Officers: John Tradewell/Peter Barker	Raised at 15 January 2021 Committee meeting; Update requested at 23 July 2021 meeting	
Thursday 13 January 2022 pm	Economic Recovery, Renewal and Transformation Quarterly six month Update Cabinet Member: Philip White Lead Officers: Darryl Eyers/Anthony Hodge	Requested at 15 July 2020 Triangulation meeting (amended at 23 July 2021 meeting)	
	HS2 six month Update Cabinet Member: Philip White Lead Officers: Darryl Eyers/Sarah Mallen	Requested at 26 February 2021 Committee meeting (amended at 23 July 2021 meeting)	
Friday 25 February 2022 am NB. Cabinet Member unavailable			

Thursday 14 April 2022 am			
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\*NB. Provisional matters shown in green requiring Committee approval

<b>Additional Items for Discussion/Programme</b>			
To be advised	Delivering Housing in Staffordshire Cabinet Member: Mark Deaville Lead Officer: Anthony Hodge/ Mark Parkinson/Matthew Shufflebotham	Aspire Housing and Homes England	Programmed for consideration at November 2020 Committee Meeting but Agenda full. Nothing further to report at present.
To be advised	Live Labs Cabinet Member: Julia Jessel/Jonathan Price/David Williams Lead Officer: Clive Thomson/Louise Clayton/Nick Dawson		
To be advised	Household Waste Recycling Centre Key Performance Indicators Cabinet Member: Simon Tagg Lead Officer: Darryl Evers/Clive Thomson	Requested at Committee meeting on 15 September 2021	
To be advised	Safer Roads Partnership Cabinet Member: David Williams Lead Officer: Darryl Evers/James Bailey	Requested at Committee meeting on 15 September 2021	

<b>Standing Items</b> (see above for programmed dates)			
Standing Item	HS2 Quarterly Six Monthly Update - Impact on Staffordshire Cabinet Member: Philip White Lead Officers: Sarah Mallen	Requested at 26 February 2021 Committee meeting (amended at 23 July 2021 meeting)	
Standing Item	Economic Recovery, Renewal and Transformation Quarterly six monthly Update Cabinet Member: Philip White Lead Officer: Anthony Hodge	Requested at 15 July 2020 Triangulation meeting (amended at 23 July 2021 meeting)	

<b>Working Groups/Inquiry Days etc</b>			
<b>Date of Meeting</b>	<b>Item</b>	<b>Details</b>	<b>Background/outcomes</b>
Friday 21 January 2021 at 10.00 am	Community Transport and the Supported Bus Network Inquiry Day Cabinet Member: Mark Deaville Lead Officer: Clive Thomson	Requested at 2 July 2021 Pre-Agenda preview	The Committee agreed to monitor the impact of the removal of bus subsidies going forward. The Leader of the Opposition also requested that a report come back to the Committee on benchmarking with other local authorities. To include issues in respect of public transport and changes to the Your Staffordshire Card Scheme.

To be confirmed	Sexual Harassment in Straffordshire Schools	Participation requested by Safeguarding Overview and Scrutiny Committee. Michael Metcalf (Prosperous Overview and Scrutiny Committee representative)	
Thursday 7 October 2021 am	Site Visit to HS2 Apprentice Hub, Dunston Island, Curdworth, Warwickshire	Requested at Committee meeting on 23 July 2021	

\*Provisional matters requiring Committee approval shown in green.

DRAFT

**Membership**

Tina Clements (Chairman)  
Ross Ward (Vice-Chairman – Scrutiny)  
Keith Flunder (Vice-Chairman – Overview)  
Philippa Hadden  
Philip Hudson  
Syed Hussain  
Graham Hutton  
Ian Lawson  
David Smith  
Bernard Williams  
Mike Deakin (Co-optee)  
Rev. Preb. Michael Metcalf (Co-optee)  
Jessica Shulman (Co-optee)

**Calendar of Committee Meetings – Venues to be notified.**

~~Thursday 11 June 2021 am;~~  
~~Friday 23 July 2021 am;~~  
~~Thursday 16 September 2021 am;~~  
Thursday 11 29 November 2021 am;  
Friday 11 13 January 2022 am;  
Friday 25 February 2022 am;  
Thursday 14 April 2022 am

## WORK PROGRAMME

### Safeguarding Overview & Scrutiny Committee 2021/22

This document sets out the work programme for the Safeguarding Overview & Scrutiny Committee for 2021/22.

The Safeguarding Overview & Scrutiny Committee is responsible for scrutinising: children and adults' safeguarding; community safety and Localism. The Council has three priority outcomes. This Committee is aligned to the outcome: The people of Staffordshire will feel safer, happier and more supported in and by their community.

We review our work programme at every meeting. Sometimes we change it - if something comes up during the year that we think we should investigate as a priority. Our work results in recommendations for the County Council and other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

#### **Councillor Bob Spencer**

Chairman of the Safeguarding Overview & Scrutiny Committee

#### **Membership – County Councillors 2021-22**

Bob Spencer (Chairman)  
Gill Burnett (Vice Chairman - Overview)  
Richard Ford (Vice Chairman – Scrutiny)  
Janet Eagland  
Peter Kruskonjic  
Jason Jones  
Gillian Pardesi  
Kath Perry  
Jill Waring  
Mike Wilcox

#### **Calendar of Committee Meetings - 2021-2022**

17 June 2021 at 10.00 am
6 July 2021 at 10.00 am
3 August 2021 at 10.00 am
14 September 2021 at 10.00 am
4 November 2021 at 10.00 am
10 January 2022 at 10.00 am
28 February 2022 at 10.00 am
21 April 2022 at 10.00 am

Meetings usually take place in either the Council Chamber or the Oak Room in County Buildings.

## Work Programme 2021-22

Date of meeting	Item	Details	Action/Outcome
17 June 2021 10.00 am	<b>Community Support (including Domiciliary Care) and 1-1 intensive support for Children with Disabilities</b> Cabinet Member: Lead Officer: Martyn Baggaley	Pre-decision scrutiny prior to its inclusion on the July Cabinet agenda	Members agreed the recommendations. They want to receive details in the future of how this has progressed, and will specifically want to see how any gaps in skills have been addressed for those adults providers that have moved to provision for children.
	<b>Introduction to the remit of the Overview &amp; Scrutiny Committee</b> Officers: Helen Riley & Ruth Martin	To consider the remit of the Overview & Scrutiny Committee	Detailed presentations and discussions will form the basis of work programme planning
	<b>Work programme Planning</b> Lead Officer: Helen Phillips	Within the remit of the Overview & Scrutiny Committee, begin planning the work programme for 2021-22.	A long list of suggested scrutiny items has been drawn up from Members suggestions and from details shared in the presentations and discussions with Officers and the cabinet Member. These will be discussed by the Chairman and Vice Chairmen, along with the Scrutiny Officer and included on the draft work programme for Members consideration at the July meeting.
19 July 2021 10.00 am	<b>Domestic Abuse</b> Cabinet Member: Lead Officer: Trish Caldwell	A briefing note had been considered by the previous Safe & Strong Communities Select Committee during the Pandemic. A report was requested for post lockdown to outline the impact of the Pandemic on DA.	The Committee were very impressed with the mitigation actions put in place during the pandemic. They supported developments with the perpetrator and victim programmes. Further detail was requested in the following areas: <ul style="list-style-type: none"> <li>• analysis results on rationale behind disparity in referral figures between SCC and Police;</li> <li>• learning from police led analysis on impact of targeted work with repeat offenders;</li> <li>• waiting times for perpetrator services;</li> <li>• DA Act requirements around access to services, particularly victim services.</li> </ul>
	<b>Family Hub</b> Cabinet Member: Mark Sutton Lead Officer: Joseph Sullivan	Item for pre-decision scrutiny  Also requested at 17 June for inclusion on work programme around support for new and young parents and the importance of early years parenting support	The Committee supported the development of the Family Hub model, recognising the proposed incremental development across Staffordshire of an integrated model of working. Further developments will be considered by the Committee following the public consultation process.
	<b>Regional Permanency Partnership</b> Cabinet Member: Mark	Following consideration of the arrangements at their 7 November Select Committee Members had requested an up-date on progress with the	The Committee welcomed the developments made since the introduction of the regional permanency partnership known as Together4Children. They intend to receive further detail as the

	Sutton Lead Officer: Deborah Ramsdale, Scott Crawford & Jo Sullivan	arrangements.	partnership progresses, including detail of the two pilot projects TESSA & Mockingbird.
3 August 2021 10.00am	<b>Customer Feedback &amp; Complaints Annual report – Adults Social Care</b> Cabinet Member: Julia Jessel Lead Officer: Kate Bullivant	Report brought annually	The Committee commented on the report – in particular they were pleased to note the reduction in complaint numbers. They asked for a percentage comparison for complaints and compliments with the previous year. They congratulated the Complaints Services Manager for the detail and timeliness of the report.
	<b>Customer Feedback &amp; Complaints Annual report – Children’s Social Care</b> Cabinet Member: Mark Sutton Lead Officer: Kate Bullivant	Report brought annually	The Committee noted the reduction in complaints, particularly the reduction around SEND complaints. They were pleased to note the 17% increase in the number of compliments. They congratulated the Complaints Services Manager for the quality and timeliness of her report.
4 Sept 2021 10.00am	<b>Safeguarding Adults on the cusp of care</b> Cabinet Member: Julia Jessel Lead Officer: Ruth Martin	At the 7 November Triangulation meeting it was proposed to look at any gaps in provision between what is happening in the community for adults on the cusp of care, the <b>neighbourhood coaches/provisions</b> and any safeguarding issues this may present.	The Committee have asked for comparative data with regard to GP referrals during the pandemic compared to the previous year to help identify the impact of the Pandemic on referrals. They welcomed the update to Care Director and the increased capacity of the Adult Safeguarding Team. The timeline for the Transformation changes is expected to be complete in December 2021 and Members will monitor this along with quality performance data against the newly developed KPIs.
	<b>Adult Safeguarding Transformation Project</b> Cabinet Member: Julia Jessel Lead Officer: Ruth Martin	Suggested at 17 June meeting to look at the rise in service demand and whether changes to service delivery are needed to manage this increase.	The Committee intend to consider this further – looking in more detail at what merit the development of such a forum may have in Staffordshire. The Chairman and Vice Chairmen will meet to consider the most appropriate way to take this work forward.
4 Nov 2021 10.00 am	<b>MacAlister Report</b> Cabinet Member: Mark Sutton Lead Officer: Helen Riley	Suggested at 17 June meeting – looking at the report’s proposals and how they impact on Staffordshire’s Children’s Services November date for this suggested at 3 Aug Triangulation	
	<b>Staffordshire &amp; Stoke-on-Trent Safeguarding Children’s Board Annual Report</b> Cabinet Member: Mark	Report brought annually.	

	Sutton Lead Officer: Lynn Milligan		
10 January 2022 10.00am	<b>Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board (SSASPB) – Annual Report</b> Independent Chair: John Wood Officer: Helen Jones	Report brought annually.	
	<b>DoLs</b> Cabinet Member: Julia Jessel Lead Officer: Peter Hampton	Suggested at 3 August Triangulation	
	<b>Safeguarding Adults on the cusp of care</b> Cabinet Member: Julia Jessel Lead Officer: Ruth Martin	Update on progress with the Transformation, with all changes anticipated to be in place by December 2021 (follow-up from 14 September meeting)	
28 Feb 2022 10.00 am	<b>Community Support (including Domiciliary Care) and 1-1 intensive support for Children with Disabilities</b> Cabinet Member: Lead Officer: Martyn Baggaley	This was requested at 17 June meeting – looking at progress made and particularly how well those adult carers who have moved to provide care for children have filled skill gaps and how successful this provision has been	
21 April 2022 10.00 am	<b>Children’s Services Transformation</b> Cabinet Member: Mark Sutton Lead Officer: Helen Riley	The new Children’s Transformation went live on 1 October 2021. Six months on this is an opportunity for Members to seek reassurance that it is delivering as intended, including on SEND. (Suggested at 3 August Triangulation)	
tbc	<b>Low Level Neglect</b> Cabinet Member: Mark Sutton Lead Officer: Helen Riley	Suggested by the Cabinet Member at 17 June meeting to look at impact of long-term low-level neglect, the current changes to ways of working and challenges that remain.	
tbc	<b>Early Intervention &amp; prevention</b>	Suggested by the Cabinet Member at 17 June meeting.	



	Cabinet Member: Mark Sutton Lead Officer: Helen Riley		
tbc	<b>Community safety &amp; the Outcome of the Fishmonger Hall Investigation</b> Cabinet Member: Victoria Wilson Lead Officer:	Findings from the Fishmonger Hall incident showed there had been inadequate management of Usman Khan. Suggested at 17 June meeting Members want to satisfy themselves that changes have been made to prevent further such incidents. This also impact on the Committee's role as the designated crime and disorder panel.  A further proposal at 17 June meeting was concerns around adolescent anti-social behaviour, including cross boarder issues. This is a further community safety concern that could be raised as part of this scrutiny  A discussion is proposed between the Chairman, Commissioner and PFCP Chairman to consider ways forward and avoid duplication	
tbc	<b>Young Carers</b> Cabinet Member: Mark Sutton Lead Officer: Helen Riley	To consider how well young carers are supported within Staffordshire Suggested at 17 June meeting.	
tbc	<b>SEND Review</b> Cabinet Members: Mark Sutton & Jonathan Price Lead Officers: Tim Moss & Helen Riley	Suggested by the Cabinet Member at 17 June meeting. Responding to the Review and moving forward.	
tbc	<b>Governance Model</b> Cabinet Member: Mark Sutton Lead Officer: Helen Riley	Suggested by the Cabinet Member at 17 June meeting. Considering how to work better together. Trying to develop a better and more effective governance model.	

<b>Standing Items 2021-22</b>		
<b>Item</b>	<b>Details</b>	<b>Action/Outcome</b>
<b>Themes emerging from Serious Case Reviews</b> Cabinet Member: Mark Sutton Lead Officer:	Where Serious Case Reviews have taken place the Overview & Scrutiny Committee will consider any learning that can be taken from the Review	Some areas picked up by the DHR review process

### Briefing Notes/Updates/Visits 2021-22

Date	Item	Details	Action/Outcome
	Sexual abuse investigations	Requested at 17 June meeting – details of the number of child sexual abuse investigations over the last 5 years, how many of these resulted in prosecution and if the investigation was proportionate and reasonable.	Request withdrawn

### Working Group and/or Inquiry Days 2021-22

Date	Item	Details	Action/Outcome
tbc	<b>Sexual Harassment in Schools</b>	Suggested at 17 June meeting, considering the concerns recently in the media of sexual harassment and abuse in schools. A need to consider the issue within Staffordshire schools and how this is addressed.	This was included on the work programme of this Committee as well as the Prosperous Staffordshire and Health Overview and Scrutiny Committees. As a result the three Committees have agreed that a spotlight piece of work will be undertaken with one representative from each Committee who will then report back.

## WORK PROGRAMME – 2021/2022

### Corporate Overview and Scrutiny Committee

The Corporate Overview and Scrutiny Committee is the Council's principal overview and scrutiny committee. It is responsible for co-ordinating and approving the scrutiny work programmes, overseeing the work of the Overview and Scrutiny Committees and ensuring coherence of approach to cross cutting policy themes. The committee also has a key role in challenging progress around the Council's ambitions of running the business well.

The Committee also scrutinises those areas of the County Council's activity focused on corporate improvement. Its remit covers:

- Holding the Leader and Cabinet Member for Finance and Resources of the Council to account for achievement of the overall vision of a connected Staffordshire.
- The Council's overall performance and approach to managing performance and Strategic Corporate Planning
- The Council's Medium-Term Financial Strategy
- The Council's on-going programme of improvement and transformation.
- The Committee is responsible for scrutiny of achievement against the Council's strategic priorities
- The Council as a commissioning organisation including how it uses customer insight to drive improvements in services

We review our work programme regularly to ensure it remains relevant to the challenges facing local communities, the Council and its partners.

#### **County Councillor Colin Greatorex**

Chairman of the Corporate Overview and Scrutiny Committee

If you would like to know more about our work programme or how to raise issues for potential inclusion on a work programme then, please contact Nick Pountney - Scrutiny and Support Manager – [Nicholas.pountney@staffordshire.gov.uk](mailto:Nicholas.pountney@staffordshire.gov.uk)

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
10 June 2021	<p>Introduction to the Committee and Work Programme Planning</p> <p>Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon/Nick Pountney</p>		
2 July 2021 Cancelled Reserved for Call In			
29 July 2021	<p>Integrated Performance Report – Quarter 1 2020/21</p> <p>Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon</p>		
	<p>Appointment of the Medium Term Financial Strategy Working Group</p> <p>Officers: Carol Bloxham/Nick Pountney</p>		
6 August 2021 Cancelled Reserved for Call in			
7 September 2021	<p>Climate Change Annual Report and Action Plan 2</p> <p>Member: Simon Tagg Officer: Clive Thomson</p>		
1 October 2021 Cancelled Reserved for Call In			
5 October 2021	<p>Corporate Complaints Annual Report 2020/21</p> <p>Member: Alan White Officers: John Tradewell/Kate Bullivant</p>		

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
	<p>Overview and Scrutiny Work Programmes 2021/22</p> <p>Overview and Scrutiny Chairman</p>		
8 November 2021 Reserved for Call In			
16 November 2021	<p>Integrated Performance Report – Quarter 2 2020/21</p> <p>Members: Alan White/Ian Parry Officers: John Tradewell/Rob Salmon</p>		
	<p>Digital Strategy</p> <p>Member: Ian Parry Officers: John Tradewell/Kerry Dove</p>		
	<p>Impact of COVID-19 on SCC Communities, Economy and Organisation and Recovery Progress - Update October 2021 and Way Forward</p> <p>Member: Alan White Officers: John Tradewell/Deborah Sullivan</p>		
3 December 2021			
7 January 2022 Reserved for Call In			
20 January 2022	<p>Development of the Strategic Plan</p> <p>Member: Alan White Officer: John Tradewell</p>		

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
4 February 2022 Reserved for Call In			
4 March 2022 Reserved for Call In			
29 March 2022			
5 April 2022 Reserved for Call In			
TBC	Scrutiny of the Local Enterprise Partnership		
TBC	Equal Opportunities		<p>Raised at 3/7/20 committee – need more equality areas in the work programme. Discussion with Chair and Vice Chairs/officers 6/10/20.</p> <p>Draft paper being prepared, setting out the current position from both a community and workforce perspective. Focus groups to be arranged. Following this a general refresh of Equality Objectives will be carried out. Then report to Corporate Review for scrutiny and to inform the committee of the areas which need priority.</p>
TBC	<p>Governance and control of arm's length companies/partners. E.g. Nexus/Entrust/AMEY. Particularly in light of Robin Hood Energy/Nottingham City Council. What is out process, how is performance measured, how are contract changes negotiated, what influence do we have.</p> <p>Member: Philip White Officers: Helen Riley/Darryl Eyers/John Tradewell/Ian Turner</p>		<p>Item discussed with Chair and Vice Chairs. MTFS to look at financial aspects. Report requested for early 2021, possibly January in line with MTFS findings.</p>

Date of Meeting	Topic	Link to Council's Strategic Priorities	Background/Outcome
TBC Data Sharing			
TBC People Strategy Recruitment Smart Working/Future Office			

### Items for Consideration for the Work Programme

Suggested item	Link to the Council's Commissioning Plans	Background	Possible Option
Networks – E.g. Leaders group/CE groups/LGA - how is the information shared?		Discussed at Chairs/Vice Chairs meeting 07/10/20	

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### Working Groups

MTFS 2021/22	<b>Appointment of Members 2021</b>	Membership <ul style="list-style-type: none"> <li>• Cllr C Greatorex</li> <li>• Cllr B Peters</li> <li>• Cllr J Salisbury</li> <li>• Cllr C Atkins</li> <li>• Cllr J Pert</li> <li>• Cllr G Heath</li> <li>• Cllr S Thompson</li> <li>• Cllr J Oates</li> </ul>	Observers
Climate Change Working Group		Membership <ul style="list-style-type: none"> <li>• TBC</li> </ul>	

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Suggested Working Group item	Link to the Council's Commissioning Plans	Background	Possible Option

Membership - County Councillors	Calendar of Committee Meetings
Colin Greatorex (Chairman)	10 June 2021
Conor Wileman (Vice Chairman - Overview)	2 July 2021 reserved for call in CANCELLED
Gill Heath (Vice Chairman - Scrutiny)	29 July 2021
Charlotte Atkins	6 August 2021 reserved for call in CANCELLED
Tina Clements	7 September 2021
Mike Davies	1 October 2021 reserved for call-in CANCELLED
Jeremy Oates	5 October 2021
Jeremy Pert	8 November 2021 reserved for call-in
Bernard Peters	16 November 2021
James Salisbury	3 December 2021
Bob Spencer	7 January 2022 reserved for call-in
Samantha Thompson	20 January 2022
Mike Worthington	4 February 2022 reserved for call-in
	29 March 2022
	5 April 2022 reserved for call-in