



**Notice of a public meeting of
Customer and Corporate Services Scrutiny Management
Committee**

- To:** Councillors Williams (Chair), Galvin (Vice-Chair),
N Barnes, Brooks, D'Agorne, Fenton, Gates, Looker and
Reid
- Date:** Monday, 10 September 2018
- Time:** 5.30 pm
- Venue:** The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

1. Declarations of Interest

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

2. Minutes (Pages 1 - 8)

To approve and sign the minutes of the meeting held on 9 July 2018.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 7 September 2018**. Members of the public can

speak on agenda items or matters within the remit of the Committee.

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

Filming, Recording or Webcasting Meetings

Please note that, subject to available resources, this meeting will be filmed and webcast, or recorded, including any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

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4. Schedule of Petitions (Pages 9 - 18)

This report provides Members with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

5. 2018/19 Finance and Performance Monitor 1 (Pages 19 - 36)

This report presents details of the overall finance and performance position for the period covering 1 April 2018 to 30 June 2018, together with an overview of any emerging issues.

6. Annual Complaints Report 2017 - 2018 (Pages 37 - 80)

This report provides the committee with annual complaints reports covering the period April 2017 to March 2018 from Adult's Social Care, Children's Social Care and Corporate Complaints

7. Social Value Policy (Pages 81 - 94)

This report presents the committee with the corporate Social Value Policy for the Council.

8. Scoping Report on Financial Inclusion (Pages 95 - 102)

This report provides the Committee with information on the progress made in delivering Financial Inclusion activity across the city to help Members decide whether this is a topic worthy of a scrutiny review

9. Scrutiny Operations and Functions Review Update Report
(Pages 103 - 104)

This report presents the Committee with the remit for the CSMC Task Group appointed to review the Council's Scrutiny operations and functions.

10. Work Plan 2018-19 (Pages 105 - 106)

11. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Chris Elliott

Tel - (01904) 553631

E-mail: Christopher.elliott@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

**Ta informacja może być dostarczona w twoim (Polish)
własnym języku.**

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

City Of York Council

Committee Minutes

Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	9 July 2018
Present	Councillors Williams (Chair), N Barnes, Brooks, D'Agorne, Fenton, Gates, Looker and Reid
Apologies	Councillor Galvin

11. Declarations of Interest

Members were asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they might have in respect of business on the agenda.

Councillor Neil Barnes declared a personal interest in Agenda Item 4 – Update Report on Attendance and Wellbeing Project (Sickness Absence) as his employer provided corporate healthcare.

12. Minutes

Resolved: That the minutes of the meeting held on 11 June 2018 be approved and signed by the Chair as a correct record.

13. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

14. Update Report on Attendance and Wellbeing Project (Sickness Absence)

Members considered a report which provided an update on sickness absence figures within the Council and work being undertaken to decrease them. The report also set out options in relation to strengthening support for absence management. The Director of Public and Head of HR attended the meeting to present the report and answer Member questions.

They highlighted the fact that sickness absence had increased from an average of 10.2 to 11.5 days and that 80% of this was classed as long term sickness. There was a high rate of absence related to stress and musculoskeletal problems. CYC also had an aging workforce, with the average age of staff now 45.5 years. This was higher at 48 and 49 in Economy & Place and Health, Housing and Adult Social Care. A Workplace Health Strategy Group was being created in order to focus on staff wellbeing and to put in place early interventions.

In response to member questions they stated:

- Staff could self-certify for 7 days before seeing a GP, this also applied to stress related illness;
- There would be coaching provided for line managers, by other managers, on performance management and it was important that this cascade down from the top of the organisation;
- Long term absence at CYC was anything over 28 days. Within the public sector this figure ranged from 20 – 40 days and it was possible to amend this;
- Officers did not have figures on how many members of staff left the organisation on health grounds;
- Having more effective means of recording absence, along with a central wellbeing team, would produce more data to measure the impact of new measures;
- All staff should have a back to work interview after time off sick and there were already 'trigger points' in place within the performance management system;
- Managers needed to take more responsibility, but there were currently no sanctions for managers who did not carry out return to work interviews;
- It was difficult to say for certain how many instances were not 'genuine' sickness;
- There was no available evidence to suggest people were abusing the system;
- The public sector sickness absence average was 8 days;
- The idea of having an Occupational Health Nurse within the wellbeing team was to provide early intervention and challenge, and to support staff to return to work as quickly as possible;

- Cuts to services had meant a loss of staff and this had certainly impacted on the staff who were left to cover a larger workload; and
- The target of reducing the average absence by a third was to bring the Council in line with the public sector average.

Members highlighted that there was a lack of comparative data in the report, particularly on how this Council compares to other authorities.

Resolved: That a six monthly update be brought to the committee.

Reason: To update Members on ongoing work to reduce sickness absence levels.

15. Implementation Update from Electoral Arrangements Scrutiny Review

Members considered a report which provided a first update on the implementation of the approved recommendations arising from the previously completed Electoral Arrangements Scrutiny Review. Members were asked to sign off all recommendations now considered to be fully implemented and asked to agree whether they wished to receive a further update in 6 months' time on any outstanding recommendations.

The Electoral Services Manager attended the meeting to present the report to the Committee.

In response to Member questions he stated:

- In relation to postal votes, once an application was received and logged the turnaround was very quick. The earliest these could be sent out was a week after close of nominations, which was around 11 working days. A second issue was done after the close of postal votes. If a resident informed elections they had not received their pack within 10 working days it could be reissued up to 4 working days before an election. All postal votes were recorded and logs were available to all political parties;
- Several alternative, larger venues had been considered for the count in 2019;

- Counting sheets were the fastest method for a multi seat ward, but inaccurate. Counting boards and grass skirts had recently been trialled by staff in a mock count;
- There were issues with recruiting appropriately trained count staff; but much of the concern around the speed of the count was about the size of the venue and the amount of staff that could be accommodated;
- Video training for count staff ahead of elections was being considered; and
- Undertaking the count within wards was logistically very difficult, especially when postal votes also had to be processed.

Some Members had ongoing concerns about the speed of the count, although it was recognised that using a larger venue with more counting staff would almost certainly improve this.

Resolved: That Members:

1. accept the recommendations in the report and sign these off as fully implemented; and
2. agree that no further updates were required.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

16. Update Report on Delivery of ICT Strategy

Members considered a report which further updated them on the progress of the Council's ICT Strategy in terms of its Digital Services Programme, enhanced digital experience for customers and delivery of the Customer Relations Management System (CRM).

The Assistant Director – Customer & Digital Services, Head of ICT, and Income Services Manager attended the meeting to present the report and answer questions from Members.

Members raised some of the following issues in relation to the report:

- Problems reported online should not be identified as 'complete' when passed to a third party for action as this was misleading for residents. Information about further action needed to be clearer;

- Similarly, the reference numbers generated by the online system were unhelpful as they did not allow for easy identification if you had submitted more than one issue;
- Phone calls regularly took longer than 20 seconds to be connected; and
- Online forms were lengthy and not particularly easy to navigate.

In response to Member questions Officers stated:

- 70% connectivity to the Ultra Fibre Optic network was significantly higher than the UK average of 3%. This was a purely private sector investment and providers would go where the density was. There was an ambition to connect as many people as possible;
- CYC was hoping to secure £100,000 to improve speeds through the Digital Enterprise Scheme;
- Switching off some systems in March 2019 would hasten 'My Account' coming online; and
- 'My Account' would join up a number of systems and allow information management across the Council to work more efficiently.

Resolved: That Members note the information provided and thank Officers for the continuing work on the strategy.

Reason: To ensure that scrutiny members have the opportunity to monitor progress of the Council's ICT Strategy.

17. Year End Finance and Performance Monitoring Report

Members considered a report providing a year end analysis of the overall finance and performance position. As the final report of the financial year it assessed performance against budgets, including progress in delivering the Council's savings programme.

The Head of Business Intelligence attended the meeting to present the report.

In response to Member questions he stated:

- The response rate to the Talkabout survey was high, around 700-800 of the 1000 residents surveyed. The panel was regularly refreshed to ensure it was a fair cross section of the City;
- The 'direction of travel' information within the report was generated using the last 3 data points and this did sometimes allow for the occasional quirk. This would be looked at again as Members felt it could appear misleading; and
- Figures for Business Rates and Council Tax collection were as a percentage of the total amount raised to bill. 97.35% of Council Tax was collected.

Members highlighted some of the following issues:

- They rarely got responses to their complaints within 5 days, and suggested that perhaps 10 days was a more realistic target;
- The significant underspend suggested that cuts could have been avoided at the start of the year; and
- Their concern that the budget setting process for Health, Housing and Adult Social Care was not working as there was routinely a large overspend.

Resolved: That Members:

1) Note the financial risks outlined in the report and the need to continue to maintain a prudent contingency and reserves that is reflective of the risks set out in the report;

2) Note the continued effective financial management across the Council and the ongoing delivery of savings; and

3) Note the performance information.

Reason: To ensure significant financial issues can be appropriately dealt with.

18. Work Plan 2018-19

Members gave consideration to the Committee's draft work plan.

Resolved: That the Committee's work plan for 2018/19 be approved.

Reason: To ensure that the Committee has a planned programme of work in place.

Councillor D Williams, Chair

[The meeting started at 5.30 pm and finished at 7.30 pm].

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**Customer & Corporate Services Scrutiny
Management Committee**

10 September 2018

Report of the Assistant Director - Legal and Governance

Schedule of Petitions**Summary**

1. Members of this Committee are aware of their role in the initial consideration of petitions received by the Authority. The current petitions process was considered by the Audit and Governance Committee on 2 October 2014 and endorsed by Council on 9 October 2014. This process aims to ensure scrutiny of the actions taken in relation to petitions received either by Members or Officers.

Background

2. Following agreement of the above petitions process, Members of the former Corporate and Scrutiny Management Policy and Scrutiny Committee (CSMC) had been considering a full schedule of petitions received at each meeting, commenting on actions taken by the Executive Member or Officer, or awaiting decisions to be taken at future Executive Member Decision Sessions.
3. However, in order to simplify this process Members agreed, at their June 2015 meeting, that the petitions annex should in future be provided in a reduced format in order to make the information relevant and manageable. At that meeting it was agreed that future petitions reports should include an annex of current petitions and agreed actions, but only following consideration of the petitions by the Executive or relevant Executive Member or Officer.
4. This was agreed, in the knowledge that the full petitions schedule was publicly available on the Council's website and that it was updated and republished after each meeting of the Committee.
<http://democracy.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13020&path=0>

Current Petitions Update

5. A copy of the reduced petitions schedule is now attached at Annex A of the report which provides a list of new petitions received to date together with details of those considered by the Executive or relevant Executive Member/Officer since the last meeting of the Committee in July. Further information relating to petitions which have been considered by the Executive Members/Officers since the last meeting are set out below:

Petition Number:

99 Petition in objection to the proposed position of a new bus stop outside the Sun Inn, Acomb Green.

This 116-name petition from patrons and supporters of the Sun Inn was handed in to the Executive Member for Transport and Planning at a Decision Session on 15 March 2018. The Executive Member approved this scheme as part of a review of pedestrian crossing requests from across the city at a Decision Session on 12 July 2018

100. Petition to adopt all highways on the Arlington Road/Tamworth Road Persimmon Estate.

This 144 petition was presented to Cllr Aspden by residents of Arlington Road/Tamworth Road and was considered by the Executive Member for Transport and Planning on 12 July 2018. The Executive Member noted that officers had agreed with Persimmon Homes the work and repairs needed to bring the roads to an adoptable standard and that adoption should be concluded later in the summer.

104. Petition requesting Residents Parking on Main Avenue, First Avenue and Second Avenue

This petition containing 32 signatures from 29 properties was presented to the transport department by residents from Main Avenue, First Avenue and Second Avenue and was considered by the Executive member for Transport and Planning on 16 August 2018. The Executive Member agreed that the streets be added to the residents parking waiting list and an investigation and consultation about any future scheme be carried out when they reach the top of the list.

105. Petition requesting consultation on residents parking on Balmoral Terrace.

This petition covering 29 properties on Balmoral Terrace was posted to the transport department and was considered by the Executive member for Transport and Planning on 16 August 2018. The Executive Member agreed the area be added to the residents parking waiting list and an investigation and consultation about any future scheme be carried out when it reaches the top of the list.

The Process

6. There are a number of options available to the Committee as set out in paragraph 7 below, however these are not exhaustive. Every petition is, of course, unique, and it may be that Members feel a different course of action from the standard is necessary.

Options

7. Having considered the reduced Schedule attached which provides details of petitions received and considered by the Executive/Executive Member since the last meeting of the Committee; Members have a number of options in relation to those petitions:
 - Request a fuller report, if applicable, for instance when a petition has received substantial support;
 - Note receipt of the petition and the proposed action;
 - Ask the relevant decision maker or the appropriate Executive Member to attend the Committee to answer questions in relation to it;
 - Undertake a detailed scrutiny review, gathering evidence and making recommendations to the decision maker;
 - Refer the matter to Full Council where its significance requires a debate;

If Members feel that appropriate action has already been taken or is planned, then no further consideration by scrutiny may be necessary.

8. Following this meeting, the lead petitioner in each case will be kept informed of this Committee's consideration of their petition, including any further action Members may decide to take.

Consultation

9. All Groups were consulted on the process of considering more appropriate ways in which the Council deal with and respond to petitions, resulting in the current process. Relevant Directorates are involved and have been consulted on the handling of the petitions outlined in Annex A.

Implications

10. There are no known legal, financial, human resources or other implications directly associated with the recommendations in this report. However, depending upon what, if any, further actions Members agree to there may, of course, be specific implications for resources which would need to be addressed.

Risk Management

11. There are no known risk implications associated with the recommendations in this report. Members should, however, assess the reputational risk by ensuring appropriate and detailed consideration is given to petitions from the public.

Recommendations

12. Members are asked to consider the petitions received on the attached Schedule at Annex A and as further outlined in this report, and agree an appropriate course of action in each case.

Reason: To ensure the Committee carries out its requirements in relation to petitions.

Contact Details:

Author:
Steve Entwistle
Scrutiny Officer
Tel No. (01904) 554279
steven.entwistle@york.gov.uk

Chief Officer Responsible for the report:
Andrew Docherty
AD Legal and Governance

Report
Approved



Date

29 August 2018

Wards Affected:

All



Background Papers: None

Annexes:

Annex A – Extract from schedule of petitions received and action taken to date

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<p>99. Petition from patrons and supporters of The Sun Inn, Acomb Green, York, in objection to the proposed position of a new bus stop outside the property.</p>	<p>Handed in at the Executive Member Decision Session – Transport and Planning on 15 March 2018.</p>	<p>116</p>	<p>Dave Mercer</p>	<p><i>Executive Member for Transport and Planning</i></p>	<p>12-07-2018</p>	<p>The Executive Member approved this scheme as part of a review of pedestrian crossing requests from across the city at a Decision Session on 12 July 2018</p>	
<p>100. Petition presented to Cllr Aspden from residents of Arlington Road/Tamworth Road Permission Estate to adopt all highways on the Arlington Road/Tamworth Road Persimmon Estate.</p>	<p>Handed to Cllr K Aspden and emailed to Neil Ferris/James Gilchrist 23.3.18.</p>	<p>144</p>	<p>Tony Clarke / Richard Bogg</p>	<p><i>Executive Member of Transport and Planning</i></p>	<p>12-07-2018</p>	<p>The Executive Member noted that officers had agreed with Persimmon Homes the work and repairs needed to bring the roads to an adoptable standard and that adoption should be concluded later in the summer.</p>	
<p>102. Tanghall Lane Road Safety "Even with the automatic crossing outside the co-op store, crossing Tanghall Lane can be dangerous. We call on York City Council to place traffic calming measures, the resighting of the automatic system and its replacement to a push button system"</p>	<p>EPetition</p>	<p>0</p>	<p>Tony Clarke</p>	<p>N/A</p>	<p>N/A</p>	<p>Note: Petition received 0 signatures. Tony Clarke to contact lead petitioner with further information in response to the petition request</p>	
<p>104. Petition requesting Residents</p>	<p>Handed to Sue Gill in</p>	<p>32 signatures</p>	<p>Alistair Briggs</p>	<p><i>Executive Member for</i></p>	<p>16 August 18</p>	<p>The Executive Member agreed that</p>	

<p>Parking from Residents of Main Avenue, First Avenue and Second Avenue</p>	<p>Transport</p>	<p>from 29 properties</p>		<p><i>Transport and Planning</i></p>		<p>the petition relating to Main, First and Second Avenues be approved and the streets be added to the residents parking waiting list and an investigation and consultation about any future scheme be carried out when they reach the top of the list.</p>	
<p>105. Petition requesting consultation on Residents Parking from Residents of Balmoral Terrace</p>	<p>Posted FAO Sue Gill</p>	<p>29 properties</p>	<p>Alistair Briggs</p>	<p><i>Executive Member for Transport and Planning</i></p>	<p>16 August 18</p>	<p>The Executive Member agreed the area be added to the residents parking waiting list and an investigation and consultation about any future scheme be carried out when it reaches the top of the list.</p>	
<p>106. Residents of Strensall with Towthorpe PC petition in support of the “Traffic Study & Road Safety Improvement proposals report” prepared by PC and original submitted in August 2015.</p>	<p>Email from Cllr Doughty to Tony Clarke & Neil Ferris</p>	<p>80 Signatures</p>	<p>Tony Clarke</p>	<p><i>Executive Member for Transport and Planning</i></p>	<p>tbc</p>		
<p>107. One Way System Traffic Direction</p>	<p>Presented at Full Council 19</p>	<p>41</p>	<p>Tony Clarke</p>	<p><i>Executive Member for</i></p>	<p>tbc</p>		

Towards Lord Mayors Walk from St John Street, York	July 2018 by Councillor Denise Craghill			<i>Transport and Planning</i>			
108. Pedestrians “To totally pedestrianise all the main shopping streets in the city centre”	ePetition	Tbc Closes on 11 Sept 2018	James Gilchrist	<i>Executive Member for Transport and Planning</i>			
109. Autistic Service Crisis “To conduct an urgent review of autistic assessment and support services within the city of York”	ePetition	Tbc Closes on 3 Oct 2018	tbc	<i>Executive Member for Education, Children & Young People</i>			

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**Customer & Corporate Services
Scrutiny Management Committee**

10 September 2018

**Report of the Deputy Chief Executive / Director of Customer &
Corporate Services**

2018/19 Finance and Performance Monitor 1

Purpose of the Report

- 1 To present details of the overall finance and performance position for the period covering 1 April 2018 to 30 June 2018, together with an overview of any emerging issues. This is the first report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.

Summary

- 2 The financial pressures facing the council are projected at £805k. This is broadly in line with previous years forecasts at this early stage in the financial year. However, the Council has regularly delivered an under-spend by the year end, demonstrating a successful track record of managing expenditure within budget over a number of years.
- 3 This report highlights a number of known pressures that need to be carefully managed throughout the year, with mitigation strategies being in place and regularly monitored across all directorates. It is expected that, as a result of ongoing monitoring and identification of mitigation, overall the Council will again outturn within the approved budget. There is contingency provision available to cover some of the projected pressures, and it is also anticipated there will be improvement in the position during the year.
- 4 York is maintaining both sound financial management, and delivering priority services to high standards, during a period of continued challenge for local government. In particular, key statutory services continue to perform well, having seen investment in recent years. Whilst there remain challenges in future years, the overall financial

and performance position is one that provides a sound platform to continue to be able to deal with the future challenges.

Recommendations

5 The Committee is asked to

- note the finance and performance information

Reason: to ensure expenditure is kept within the approved budget

Financial Analysis

6 The Council's net budget is £121.9m. Following on from previous years, the challenge of delivering savings continues with £5m to be achieved in order to reach a balanced budget. Early forecasts indicate the Council is facing financial pressures of £805k and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below. The position will continue to be monitored carefully to ensure that overall expenditure will be contained within the approved budget. As outlined in paragraph 10, it is likely that additional income will be available during the year as a result of the Council being part of the Leeds City Region business rates retention pilot. Executive were asked to note that some of this funding may be required to deal with some of pressures outlined in this report.

2017/18 outturn		2018/19 Forecast Variation
£'000		£'000
+147	Children, Education & Communities	+1,255
-204	Economy & Place	+282
-274	Customer & Corporate Services	-200
285	Health, Housing & Adult Social Care	+508
-574	Central budgets	-300
-620	Total	+1,545
-761	Contingency	-740
-1,381	Total including contingency	+805
	Potential additional income from business rates	-2,000

Table 1: Finance overview

Customer & Corporate Services

- 7 A net underspend of £200k is forecast and this is predominately due to additional income within bereavement services of £130k and additional grant funding secured to offset some staffing costs within business intelligence. Agreed budget savings are being delivered in line with the original plans across a number of areas. A range of other minor variations make up the directorate position. Work will continue to try and identify additional savings to help the overall position.

Corporate Budgets

- 8 These budgets include Treasury Management and other corporately held funds. It is anticipated that a £300k underspend will be achieved, predominantly as a result of reviewing some assumptions on the cash flow position following a review of the profile of planned capital expenditure which will mean less interest being paid than previously anticipated.
- 9 The Government has allowed council's to charge an additional 50% council tax on long term empty homes since April 2013. This increase was approved by Executive November 2012 and came into effect from 1st April 2013. The Government in its autumn statement 2017 announced that Councils would be given the power to increase this to 100% from April 2018. The purpose of the additional tax is more to encourage bringing empty properties into use rather than increasing tax revenue (Additional council tax liability approx £50k). This paper recommends that Executive approve this increase in York from April 2019.
- 10 The council is a member of the Leeds City Region business rates retention pilot scheme. The likely anticipated additional business rates income from this pilot scheme is anticipated to be approximately £2m. This funding could be available to support additional expenditure, although some of this may be required to assist in cash flow issues regarding major projects, particularly York Central. This will be considered further in future reports.

Contingency

- 11 As in previous years a contingency budget of £500k is in place. In the 2017/18 outturn report presented to Executive on 21th June the remaining balance of £250k from the 2017/18 general contingency was added to the balance available for 2018/19. A further £10k was allocated to the WWI commemorations (as agreed in January 2018), meaning a total of £740k is currently available. Executive were asked to note that this may be required to deal with some of pressures outlined in this report. Any decisions regarding the allocation of this sum will be taken to a future meeting of the Executive.

Loans

- 12 Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. There are 2 loans in this category. Both loans are for £1m and made to Yorwaste, a company part owned by the Council. The first was made in June 2012 with a further loan made in June 2017 as agreed by Executive in November 2016. Interest is charged on both loans at 4% plus base rate meaning currently interest of 4.25% is being charged. All repayments are up to date.

Performance – Service Delivery

- 13 The Performance Framework surrounding the Council Plan for 2015-19 launched in July 2016 and is built around three priorities that put residents and businesses at the heart of all Council services.

Performance – Overview		2015/16	2016/17	2017/18	2018/19 Q1	DoT	Benchmarks	
Service Delivery	A Focus on Frontline Services	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	5.87	5.58	3.2	2.97	↓ Good	National 16/17: 9 days
	A Council That Listens to Residents	% of panel who agree that they can influence decisions in their local area	NC	25.65%	26.87%	25.68%	→	National Community Life Survey 17/18: 26%
		% of panel satisfied with their local area as a place to live	NC	89.84%	89.94%	88.09%	→	National Community Life Survey 17/18: 77%
		% of panel satisfied with the way the Council runs things	NC	65.54%	62.13%	60.29%	→	National LG Inform 16/17: 50%
		Overall Customer Centre Satisfaction (%) - CYC	91.54%	92.48%	93.13%	93.16%	→	NC
	A Prosperous City for All	Median earnings of residents – Gross Weekly Pay (£)	£496	£508.1	£519.3	NC	↑ Good	National 17/18: £552.7 Regional 17/18:
		Business Rates - Rateable Value	NC	£247,348,791	£254,662,152	£254,045,397	→	NC
% of panel who give unpaid help to any group, club or organisation		NC	64.30%	66.22%	67.83%	→	National Community Life Survey 17/18: 64%	
Organisational Health Check	Performance	Red rated Major Projects - CYC	0	1	1	0	→	NC
		Amber rated Major Projects - CYC	5	5	6	9	→	NC
		Overall Council Forecast Budget Outturn (£000's Overspent / -Underspent)	-876	-542	-£620	£1,545	→	NC
	Employees	PDR Completion (%) - CYC - (YTD)	59.00%	75.90%	90.40%	36.70%	→	NC
		Staff FTE - CYC Total (Excluding Schools) - (Snapshot)	2,104	2,071.6	1,972.2	1,994.8	→	NC
		Average sickness days lost per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	10.1	10.2	11.5	11.8	↑ Bsd	CPD (Public Sector) 16:17: 8.5 days
		Voluntary Turnover (%) - CYC Total (Excluding Schools) - (Rolling 12 Month)	7.00%	7.60%	7.55%	6.84%	→	NC
		% of staff who would recommend the council as a good place to work	NC	NC	NC	71.00%	N/A	NC
		% of staff who believe action will be taken following this survey	NC	NC	NC	31.00%	N/A	NC
	Customers	% of external calls answered within 20 seconds - CYC	88.15%	89.01%	89.75%	87.70%	→	SSAC Industry Standard 17/18: 80%
		% of complaints responded to within 5 days	-	75.40%	58.76%	39.60%	↓ Bsd	NC
		FOI & EIR - % In time - (YTD)	95.60%	93.14%	89.20%	92.80%	→	NC
		Digital Services Transactions / Channel Shift		Narrative Measure			→	NC

NC = Not due to be collected during that period

The DoT (Direction of Travel) is calculated on the latest three results whether they are annual, quarterly or monthly.

A Council That Listens to Residents

- 14 The council carries out a number of consultation and research activities throughout the year, including: annual surveys, statutory research, one-off pieces of research and using Talkabout, our citizens' panel, which is comprised of a representative sample of around 1,000 York residents who are invited to complete a bi-annual survey to capture a variety of resident satisfaction measures across all areas of council business.
- 15 To ensure that a wide range of views and opinions are gathered, a number of different methods are used including; face to face drop in

sessions, postal and web based surveys, focus groups and workshops.

% of residents who agree that they can influence decisions in their local area - this measure gives an understanding of residents' recognition about how we are listening and reacting to residents views

- 16 The Q1 18/19 Talkabout survey found that 90% of respondents think it's important that residents can influence decisions in their local area. The latest national figure of 26% (Community Life Survey 2017/18) is consistent with the 26% of respondents to the latest Talkabout survey in York who agreed that they could influence decisions in their local area.

York Station Front

- 17 The station and surrounding area are set to play a key role in the development of York Central. The proposals for York station front are based on 8 key features which work together to improve the use of space in front of the station. An online consultation runs until Monday 9th July and comments received will shape the final masterplan for the area, and inform the individual planning applications which will ultimately decide what the spaces look like and how they will be used.

Clean Air Zone

- 18 Views are sought on proposals to introduce a new Clean Air Zone for the area of York within and including the inner ring road. This will require any individual bus operating on a public local bus service, into the Clean Air Zone, five or more times per day to be ultra low emission bus standard. An online consultation runs until Friday 3rd August. The responses received will be considered and will feed into a report being presented to the Executive later in the year.

York Suicide Safer Community Strategy

- 19 The council have been working to reduce suicide in the city and the harm and negative impact associated with suicide experienced by those who live, work in and are connected to York. The draft Suicide Safer Community Strategy aims to make the city a Suicide Safer Community and has been approved by the Health and Wellbeing Board for public consultation to seek views from members of the public about its content and ambitions to help reduce suicide. All comments and feedback will be considered in the final version of the

Strategy which will be introduced at the Suicide Prevention Conference in September 2018.

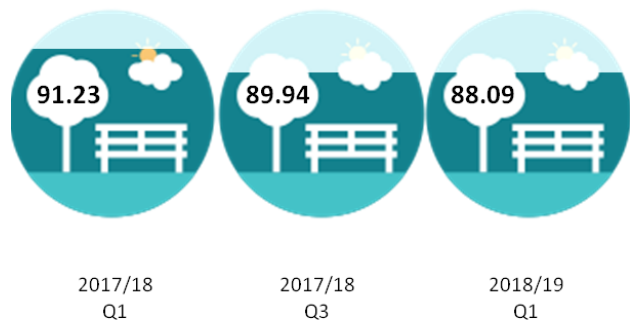
20 Examples of other consultations active during Q1 include:

- Housing Allocations Policy – The council are looking at changing this policy which decides who should be offered council and Housing Association properties in York
- York Crematorium permit application
- York Outer Ring Road – Monks Cross roundabout improvements
- Proposed development on Windsor Garth – the council asked for feedback on plans for proposed improvements to Lincoln Court and a new centre of excellence at Windsor House

% of residents satisfied with their local area as a place to live - this measure gives an understanding of residents' views about the area and the quality of their ward / neighbourhood

21 The results from the Q1 18/19 Talkabout survey showed that 92% of the panel were satisfied with York as a place to live and 88% with their local area. Satisfaction levels continue to be significantly higher than the latest national figures of 77% (Community Life Survey 2017/18) and 81% (Local Government Association Poll May 18). 82% of respondents thought that their local area was a good place for children and young people to grow up.

% of panel satisfied with their local area as a place to live



22 87% of respondents to the Q1 18/19 Talkabout survey agreed that it was important to feel they belong to their local area with 76% agreeing that they did belong. These results have both increased from the previous survey and are significantly higher than the National benchmark scores of 62% in the Community Life Survey 2017/18 and 69% from LG Inform.

% of residents satisfied with the way the Council runs things - this measure gives an understanding of residents' satisfaction with frontline service delivery and the Council's responsiveness to residents' views

23 The Q1 18/19 Talkabout survey showed that 60% of respondents were satisfied with the way the Council runs things which is a further reduction compared to previous survey results but satisfaction levels continue to be similar to the LG Inform benchmark figure of 64% for February 2018. The Council aims to deliver financial sustainability whilst improving services and outcomes for York residents and 43% of respondents agree that the Council provides value for money which is similar to the LG Inform benchmark figure of 48% for February 2018.

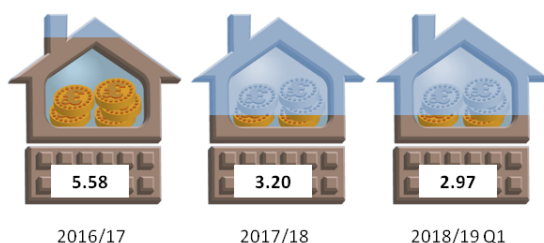
Overall Customer Centre Satisfaction (%) - CYC - (being replaced with Digital service satisfaction 2017) - this measure gives an understanding of the quality of our face to face, phone and front office customer services (and in future our digital services through the CYC website)

24 The Customer Centre offers advice and information on many services including benefits, council tax, housing, environmental, transport, educational, social care and planning. Customer Satisfaction remains high in Q1 with 93% of people rating the service as either good or very good with both face to face and telephone satisfaction continuing at above 90%.

A Focus on Frontline Services

Number of days taken to process Housing Benefit new claims and change events - this measure gives an understanding of the efficiency and effectiveness of a key front-line service

Number of days taken to process Housing Benefit new claims and change events (DWP measure)



25 Due to improvements in digital processes, performance in this area remains consistently strong in York with the average number of days taken to process a new Housing Benefit claim or a change in circumstance less than 3 days during Q1 2018/19. York performance is also the highest out of all

other local authorities that we are benchmarked against (North and East Yorkshire, Lincolnshire and the Humber).

A Prosperous City for All

Median earnings of residents – Gross Weekly Pay (£) - this measure gives an understanding if wage levels have risen within the city, a key corner-stone in the cities economic strategy

- 26 In April 2017, the median gross weekly earnings for full-time resident employees in York were £519.30, up 2.2% from £508.10 in 2016. Since the economic downturn of 2008 to 2009, growth has been fairly steady, averaging approximately 1.1% per year between 2009 and 2017. The 2.2% growth seen this year is a welcome increase however weekly earnings, adjusted for inflation, actually decreased by 0.4% compared with 2016 (the Consumer Prices Index including owner occupiers' housing costs (CPIH) rose by 2.6% in the year to April 2017).
- 27 This mirrors the National picture as Great Britain gross weekly earnings also increased by 2.2% (£552.70 from £540.90) but regional earnings only increased by 0.8% (before inflation) (£502.30 from £498.30). In the region Leeds has the highest median gross weekly pay of £536.60 (up 1.65% before inflation) and Hull has the lowest £447.80 (down 0.9% before inflation).
- 28 Earnings figures for April 2018 will be available in November 2018.

JSA Claimants

- 29 Figures from the Office for National Statistics showed there were 230 JSA claimants in York in June 2018 which is a decrease of 20 from the previous month and a decrease of 330 from June 2017. The claimant count for York represents 0.2% of the working population, which is lower than both the regional and national figures of 1.3% and 1% respectively in June 2018. The recent figures also highlight a fall of 55 in the youth unemployment count since June 2017. The youth unemployment figure of 0% is lower than both the regional and national figures of 1.2% and 0.9% respectively.
- 30 The JSA figures should be viewed in the context of the number of people receiving Universal Credit in York increasing from 3,758 in May to 3,957 in June. Of these, there were 2,182 claimants in June who were not in employment.

Department of Work and Pensions

- 31 Data released by the Department of Work and Pensions is published 6 months in arrears and the latest data relates to November 2017. The total number of claimants for either Income Support or Employment Support Allowance in York is 5,620 which is a decrease of 410 from August 2017. The claimant count represents 4.1% of the working population which is lower than both the regional and national figures of 8% and 7.2% respectively. Although these figures are the lowest in the region, due to the changes in the benefits system some of the data is transitional. The introduction of Universal Credit, for example, means that some people are still in the process of transitioning over.

Business Rates - Rateable Value - this measure gives an understanding of how much money the Council is likely to receive to spend on public services

- 32 The rateable value is the legal term for the notional annual rental value of a rateable property, assessed by the valuation officers of the VOA (Valuation Office Agency). The revaluation from 1st April 2017 resulted in a 4.14% percentage change increase in the rateable value for York with Yorkshire, whilst England increased by 9.1%. In December, there was a change to the discretionary rate relief allocation policy where it was agreed that no business or charity with a rateable value below £200,000 would have to pay an increase in their business rates in 2017/18. This change meant that over 1,000 small businesses and charities in York benefited from £700,000 (funded by Central Government) in business rate relief. Currently English authorities keep hold of 50% of locally-collected business rates with the other half going into a central government pool and redistributed back to the local authorities according to need.

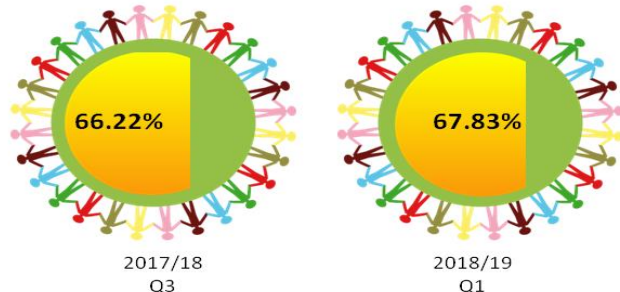
Council Tax Collection

- 33 The collection rate for Council Tax at the end of Q1 was 29.17% compared with 29.55% in the corresponding period in 2017/18. The collection rate for Business Rates at the end of Q1 was 30.41% compared with 32.02% in the corresponding period in 2017/18.
- 34 The collection rate for Council Tax in York of 97.33% during 2017/18 was higher than both the national and regional averages of 97.10% and 96.00% respectively.

% of residents who give unpaid help to any group, club or organisation - this measure gives an understanding of how much volunteering is currently being undertaken within the city

- 35 The results of the Q1 18/19 Talkabout survey showed that 68% (an increase on the previous survey) of the respondents give unpaid help to a group, club or organisation which compares favourably with the government's Community Life Survey 2018/19 which found that 64% of respondents reported any volunteering in the past 12 months.

% of panel who give unpaid help to any group, club or organisation



Tree Planting Scheme

- 36 City of York Council is joining forces with the Rotary Club of York and partners across the city to launch a new scheme which will see thousands of trees planted across York: one for every child born in the city over the next 12 months. Every parent registering the birth of their child through York Register Office will be offered the chance to get involved in the scheme at no cost to them. A tree will then be planted on land owned by York St John University and Joseph Rowntree Housing Trust to commemorate their arrival. The trees planted in York are part of 47,000 Rotary UK are aiming to plant across the country over the next 12 months. The Rotary project is being supported by a wide range of organisations across the city, including York Treemendous, The Woodland Trust, Brunswick Nurseries, St John University, York Cares and Joseph Rowntree Housing Trust.

Other Performance

Major Projects - this measure gives an understanding of the performance of the large projects the Council is currently working to deliver

- 37 There are currently 14 major projects in progress during June which is the same as in March 2018. Each project is given a status to give an overview of significant risks and provide assurance as to how individual projects are being managed. 9 projects are rated Amber and 5 are rated Green.

Performance – Employees

Staffing PDR Completion Rates - this measure gives an understanding of how we making sure that the organisations strategic aims, goals and values are being passed to all employees

- 38 City of York Council is committed to developing confident, capable people working positively for York. As part of that commitment, all colleagues are entitled and encouraged to reflect on their performance and discuss future aspirations and work goals through regular one to ones and an annual Performance and Development Review (PDR) appraisal. The annual PDR process starts in May and, by the end of June 2018, 37% of PDRs had been undertaken, slightly below 41% at the same point last year.

Staff Total - this measure gives an understanding of total numbers of staff, and our staffing delivery structure

- 39 At the end of June 2018 there were 2,472 employees (1,995 FTEs) working at City of York Council (excluding schools), up from 2,460 (1,972 FTEs) at the end of March. This increase is largely due to staffing changes in Waste services, in line with that service's delivery model.

Average sickness days lost per FTE (12 Month rolling) - this measure gives an understanding of the productivity of the organisations employees

- 40 At the end of Q1 2018/19 the rolling 12 month sickness days per FTE has increased to 11.8 days (from 11.5 at the end of 2017/18), impacted by higher than normal sickness absence over the winter period. Since the start of the financial year the number of sickness days lost per month has been decreasing and is down to 1,752 in June from an average 2,344 between December and March, therefore meaning the indicator is likely to reduce in Q2.
- 41 There is variation in the level of sickness absence across the organisation. Economy and Place (E&P) and Health, Housing and Adult Social Care (HHASC) have the highest levels, with Customer and Corporate services having the lowest sickness levels with an average of 8.4 days per FTE. There are a number of teams in the Council where sickness is very low but it is acknowledged that overall sickness absence at CYC continues to be higher than comparable organisations.

- 42 A supportive and well managed attendance framework is being rolled out which encourages employees to support each other and take responsibility for their own attendance while being supported by management and HR. Training sessions have been put in place specifically for managers to learn how to manage attendance, handle difficult conversations and understand disabilities within their workforce. The data available to managers on attendance is being enhanced and a self service absence management module within the HR system is being rolled out.
- 43 Further action is needed and other proposals being drafted are summarised below, some of which will be subject to a further report to Executive setting out key details:
- Targeting a one third reduction in sickness absence by 2020 (to an average 8 days per FTE, below the public sector average)
 - The formation of a Workplace Health Strategy Group to focus on developing a co-ordinated, council wide strategy and delivery plan for improving the health and wellbeing of the workforce
 - Ensuring there is continued support for employees who are unable to work, through Employee Assistance Programme (EAP), Occupational Health, Osteopath and Counselling provision
 - Reviewing policies and procedures to ensure consistent implementation of attendance management across the organisation

Staffing Turnover - this measure gives an understanding of the number of staff entering and leaving the organisation

- 44 Total staff turnover has remained static at 14.3% over the rolling 12 months to June 2018. This level of staffing turnover is expected and in line with the council's changing service delivery models.

Staff Satisfaction - this measure gives an understanding of employee health and their satisfaction with the Council and a place to work and its leadership, management and practices

- 45 Throughout the year, employees will be invited to complete surveys covering a range of topics including 'values and behaviours' and 'leadership and management', with feedback helping to shape and improve the organisation and make CYC an even better place to work.

- 46 The first in a series of short 'pulse' staff satisfaction surveys went live in May with employees asked to give feedback on their role and teamwork. The results showed that, with a response rate of 39%, 71% of respondents would recommend the Council as a good place to work. Other key findings are:
- 75% of respondents believe that their work gives them a feeling/sense of personal achievement
 - 55% of respondents have the equipment and technology needed to complete work effectively
 - 85% of respondents can rely on support from their colleagues
 - 31% of respondents believe that action will be taken following the survey
- 47 The second in the series of surveys on Values and Behaviours went live at the end of June with a closing date of mid July. The results will be available in the Q2 Monitor later in the year.

Performance – Customers

External Calls answered within 20 seconds - this measure gives an understanding of speed of reaction to customer contact

- 48 In Q1 the percentage of all external calls answered within 20 seconds was 88% which is well above the industry benchmark of 80%.

Customer Centre

- 49 The council's Customer Centre is the main point of contact for residents and business visitors. During 2018/19 Q1, 61,787 calls were received (an increase from 57,498 in 2017/18 Q4) with 94.8% answered and 71.2% answered within 20 seconds. This demonstrates consistently good performance against an increase in demand which was due partly to Council tax annual billing enquiries, benefits year end, the transfer of the Registrars first point of contact to the customer centre and ongoing enquiries around garden waste collections.

% of complaints responded to within 5 days

- 50 In Q1 2018/19 the council received 278 stage 1 complaints, which is a decrease of 36 on the number received in the previous quarter. There has been a decrease of 12.9% in the number of stage 1 complaints responded to within a 5 day timescale since Q4 17/18.

Where timescales were not met, this was due to resource pressures in some service areas.

- 51 Additional resources have been provided to deal with and monitor complaints with work ongoing to;
- Ensure that complaints performance is monitored. Managers now have access to a dashboard of live reports relating to real time complaints and customer performance information;
 - Refresh the corporate complaints policy and procedures along with the complaints IT system

FOI & EIR - % In time - this measure gives an understanding of our speed of reaction to FOI's

- 52 In Q1 2018/19 the council received 589 FOIs, EIRs and SARs. We achieved 91.2% in-time compliance for FOIs (Freedom of Information requests), 95.8% in-time compliance for EIRs (Environmental Information Regulations requests) and 82.8% in-time compliance for SARs (Subject Access to records requests). There has been an increase of 175 FOIs, EIRs and SARs received in this quarter compared to the same quarter in 2017-18. This may be due in some part to the increased awareness of individual's rights following the publicity around the enforcement of GDPR during May 2018.

Digital Services Transactions/Channel Shift

- 53 The number of residents who came to West Offices increased to 11,196 in 2018/19 Q1 from 9,860 in 2017/18 Q4 with an average wait of 7 minutes and 79% of residents were seen within the target wait time of 10 minutes. 16,053 business visitors came to West Offices during Q1 18/19 (16,204 in 17/18 Q4). In addition to phone calls and face to face interactions, the customer service team responded to 9,235 emails.
- 54 Moving customer interactions through to a digital channel is a key priority for the council and reflects the changing needs of the city's residents; in Q1 3,464 payments were made using the auto payments system and 19,708 customers used the telephone auto operator.
- 55 Residents are now encouraged to complete certain transactions online. In 2018/19 Q1, 54% (680) of all street lighting and street cleansing issues were reported by customers on-line.

CityConnectWiFi

- 56 York's CityConnectWiFi has expanded its digital infrastructure to reach both Bishopthorpe Road and Front street in the suburb of Acomb. This digital milestone incorporates the areas in the city-wide wireless network. York's city centre wireless connection is available 24/7, 365 days of the year, and is completely free to use. The expansion of CityConnectWiFi comes at no cost to the city's council and helps to further develop York as a digital city. The network allows those who live, visit and work in the area to access the network from their phone, tablet or any other wireless device. CityConnectWiFi is already established across the city centre, at all 6 of the city's Park & Ride bus terminals, in addition to public wifi available in 14 libraries and 41 council owned buildings. As one of only 22 Super Connected Cities in the UK, this expansion of CityConnectWiFi is one of many initiatives which have taken place over the past few years to further York's digital infrastructure.

Procurement

- 57 During 2018-19, work will continue on embedding social value principles in all procurements and finalising the Councils commissioning strategy, as well as introducing council wide contract management guidance and effectively managing relationships with our key suppliers.

Annexes

- 58 All performance data (and approximately 975 further datasets) within this document is made available in machine-readable format through the Council's open data platform at www.yorkopendata.org under the "performance scorecards" section.

Consultation

- 59 Not applicable.

Options

- 60 Not applicable.

Council Plan

- 61 The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

62 The implications are:

- **Financial** are contained throughout the main body of the report.
- **Human Resources (HR)** There are no HR implications.
- **One Planet Council / Equalities** There are no One Planet Council or equalities implications.
- **Legal** There are no legal implications.
- **Crime and Disorder** There are no crime and disorder implications.
- **Information Technology (IT)** There are no IT implications.
- **Property** There are no property implications.
- **Other** There are no other implications.

Risk Management

63 An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

Contact Details

Authors:	Chief Officer Responsible for the report:			
Debbie Mitchell Corporate Finance & Commercial Procurement Manager <i>Ext 4161</i>	Ian Floyd Director of Customer & Corporate Services (Deputy Chief Executive)			
Ian Cunningham Group Manager – Shared Intelligence Bureau Ext 5749	Report Approved	✓	Date	21/08/18
Wards Affected: All				✓
For further information please contact the authors of the report				

Background Papers:

None

Glossary of Abbreviations used in the report:

CPIH	Consumer Prices Index including owner occupier housing costs	HHASC	Health, Housing and Adult Social Care
CYC	City of York Council	HRA	Housing Revenue Account
EAP	Employee Assistance Programme	JSA	Jobseeker's Allowance
EIR	Environmental Information Regulations	PDR	Performance and Development Review
FOI	Freedom of Information	VOA	Valuation Office Agency
FTE	Full Time Equivalent	WW1	World War 1
GDPR	General Data Protection Regulation		



**Customer & Corporate Services
Scrutiny Management Committee**

10 September 2018

City of York Council – Annual Complaints Report 2017 - 2018

1. Summary

1.1 This report provides Members with the annual reports covering April 2017 to March 2018 in respect of:

- Adults social care
- Children's social care
- Corporate complaint policy

1.2 It includes:

- Ombudsman investigations
- Performance levels
- Themes
- Costs of delivering the complaints service and procedures

1.3 As reported to the Committee when it considered last year's annual report the Ombudsman has give advice in relation to the reporting of cases where findings of maladministration. During the period covered by the report all the cases which resulted in such a funding fall within the category of routine mistakes and service failures, where we have agreed to remedy the complaint by implementing the recommendations made following an investigation. In accordance with the Ombudsman's guidance those cases should be reported by way of a periodic report to Members. The annexed annual report therefore includes details of those cases in an annex and sets out where further information can be found.

2. Consultation

Not relevant for the purpose of this report.

3. Options

Not relevant for the purpose of this report.

4. Analysis

Not relevant for the purpose of this report.

5. Council Plan

- 5.1 The council's customer feedback and complaints policies and procedures offers assurance to its customers, employees, contractors, partners and other stakeholders that complaints are dealt with in accordance with legislation and regulations and confidentiality, integrity and availability are appropriately protected.

6. Implications

Relevant implications are set out in the body of the annex.

7. Risk Management

The council may face financial and reputational risks if complaints are not managed effectively. For example, the Ombudsman can find maladministration with injustice against the council, including awarding compensation to individuals.

The failure to identify and manage complaints appropriately may diminish the council's overall effectiveness.

8. Recommendations

Members are asked:

- To note the performance levels.
- To note the cases where a finding of maladministration has been made.
- To note the ongoing work required to ensure the Council meets its responsibilities under the relevant legislation for adults and children social care complaints and the corporate complaints policy and procedures.

Reason: To inform Members of the activity in this area..

Contact Details

Author:
Cath Murray, Complaints
and Feedback Manager
Telephone: 01904 554080

Chief Officer Responsible for the report:
Andy Docherty
Assistant Director
Telephone: 01904 551004

Report
Approved



Date 30th August
2018

Wards Affected: List wards or tick box to indicate all

All

For further information please contact the author of the report

Annexes

Annex 1 – City of York Council Annual Complaints Report 2017 -2018

Background Papers

Not applicable

Abbreviations

(in this report and its Annex)

C&P – Commissioning and Purchasing

CCS – Customer and Corporate Services

CEC – Children, Education and Communities

CFT – Complaints and Feedback Team

CYC – City of York Council

CEX – Chief Executive

EAP – Economy and Place

HHASC – Health, Housing and Adult Social Care

HOS – Housing Ombudsman Service

ICO – Information Commissioner’s Office

LGO – Local Government Ombudsman

LGSCO – Local Government and Social Care Ombudsman

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City of York Council Annual Complaints Report April 2017 – March 2018

Andy Docherty
Assistant Director, Legal & Governance
Cath Murray
Complaints and Feedback Manager

ANNEX 1

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ANNEX 1

1 Introduction

Complaints and Feedback are managed for all council areas through the Complaints and Feedback Team (CFT) to ensure that comments, complaints, concerns and compliments are dealt with in an independent and consistent way across the council.

Complaints about adult and children's social care services are dealt with under two separate pieces of legislation:

- The Children Act 1989 Representations Procedure (England) Regulations 2006
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Complaints about other council services are dealt with under the council's Corporate Complaints and Feedback procedures and these have been designed using the guidance and good practice specified in the statutory procedures and by the Local Government and Social Care Ombudsman (LGSCO) formerly known as the Local Government Ombudsman (LGO).

It is essential that all teams delivering services (including the contractors or providers of services on our behalf) formally capture and record complaints. It is only by doing so that complaints can be tracked and where things have gone wrong, managers can ensure that matters are put right. Senior managers and the CFT therefore regularly encourage teams to recognise complaints and report these to the CFT.

2 Ombudsman Investigations and Annual Review Letter

The LGSCO is the council's regulator and following the exhaustion and conclusion of the relevant complaints procedure, is able to investigate complaints about council services.

The exception to this is that the Housing Ombudsman Service (HOS) is the regulator for most housing related services and the Information Commissioner's Officer (ICO) is the regulator for all information governance complaints, including complaints about data breaches, and responses to requests under the Data Protection Act, General Data Protection Regulation, Freedom of Information Act and Environmental Information Regulations.

The LGSCO provides an annual review letter about the council covering April to March each year. This includes tables presenting the number of complaints and enquiries received about the council and the decisions the LGSCO has made during the reporting period. This is to help us assess our performance in handling complaints. It includes the number of cases where the LGSCO's

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recommendations remedied the fault and the number of cases where they decided we had had offered a satisfactory remedy during our local complaints process. In these latter cases the LGSCO provides reassurance that we had satisfactorily attempted to resolve the complaint before the person went to them.

The LGSCO dealt with 54 cases about the council in April 2017 to March 2018 and their decisions are summarised below:

LGSCO decision	How many?	%* rounded down to whole number
Closed after initial enquiries	15	28%
Referred back for local resolution	11	20%
Advice given	1	2%
Incomplete/invalid	4	7%
Not upheld	10	19%
Upheld	13	24%
Total	54	100%

The LGSCO's 13 upheld decisions had the following remedies

Other Remedy
Apology
Apology, Financial Redress
Apology, Financial Redress, Procedure Change
Financial redress: Avoidable distress/time and trouble, Other Remedy
Financial Redress: Quantifiable Loss, Procedure or policy change/review
Apology
Provide information/advice
Null
Apology
Apology, Financial redress: Avoidable distress/time and trouble, Other Remedy
Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review

The details of the 13 upheld cases are shown at Annex 1 at the end of this report.

Whilst the annual review letter highlighted that in the previous year, they had concerns about Council's Complaint handling (largely resulting from a difference of view regarding the proper way of sharing information relating to third parties with the Ombudsman – something which the Ombudsman undertook to review), it states

“This year my investigators have had some concerns about delays in responding to our enquiries or draft decisions. However, the major issue raised in my letter last year was the Council's use of

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section 32 (3) confidentiality notices. In response to last years letter you invited my Assistant Ombudsman to meet with you to discuss matters. This was a positive meeting where clear progress was made. There have been no further inappropriate section 32(3) notice issued by your Council. It is to the Council's credit that it has addressed my concerns in a positive way and made improvements to how it responds to our complaint enquires."

The Ombudsman clarified in all annual review letters issued, that one of the purposes for the letters, is to help ensure learning from complaints informs scrutiny at the local level.

"Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints date, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny. I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources."

3 What is a Complaint?

A complaint is an expression of dissatisfaction or disquiet however made, about the actions, decisions, or apparent failings of a local authority's social services provision, and/or the level or nature of a council service or policy, which requires a response. If it is possible to resolve the complaint immediately this does not need to be logged through the complaints procedure.

A complaint is not a request for a service that is made for the first time. For example, if a customer complains that a streetlight is not working, we will treat it as a service request that we aim to fulfil by repairing it within the service level agreement. If we then fail to repair it within that timescale, and the customer is still unhappy, it should then be defined and treated as a complaint

4 Effectiveness of the Procedures

The CFT offer and proactively encourage all staff and managers to participate in regular training and awareness raising, about the complaints and feedback procedures. There were a number of sessions held across the council including with directorate management teams, service area and team meetings.

In addition to this, guidance is provided to assist managers with completing thorough investigations and comprehensive responses including on a case by case basis.

When managers have provided a response to a complaint, they are asked to record what will be done to resolve it, what lessons have been learnt and what action will be taken to improve services and avoid problems being repeated. The CFT proactively monitor the completion of both action plans and lessons learned.

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A summary of the information received regarding the lessons learnt and action taken is included at the end of this report at section 51.

5 Themes

Although the main theme is about lack of action, this is more often about communication issues in all areas, including returning calls, keeping people up to date when there are unavoidable delays and how changes in services are explained to people.

Communication issues are a key theme discussed with staff in the training and awareness raising sessions offered and provided by the CFT, which assists staff in understanding how to improve customer experience and avoid unnecessary or the escalation of complaints.

6 Cost of delivering the complaints procedure including the corporate procedure:

There are ongoing costs attached to delivering an efficient and effective complaints service. These costs should be seen against the inherent costs of not providing this service. These may include customer dissatisfaction escalating, an increase in number of and amount of financial remedies being recommended by the LGSCO, increased judicial reviews and non-compliance with legislation.

The total actual spend for the full service including the Information Governance provision, salary and on-costs was £248,270.

The financial remedies payments made as part of the three different complaints procedures are provided at sections 21, 37 and 49 later in this report.

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Annual Children's Social Care Complaints and Representations Report April 2017 – March 2018

7 Context

The following information relates to complaints made during the twelve months between 1st April 2017 and 31st March 2018 for children under the Children Act 1989 Representations Procedure (England) Regulations 2006.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded and these are:

11/12	12/13	13/14	14/15	15/16	16/17	17/18
8	6	8	3	23	6	17

The CFT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure we are able to provide an accurate picture of our customers' experiences of the services they receive.

The compliments received include:

- Regular communications with customer, politeness, courtesy, and organisation skills shown.
- Thank you for support through the adoption process and making a family complete.
- Support provided to other professionals through an Education and Health Care plan meeting.
- Unconditional emotional and practical support from a Social Worker enabling a family to remain together.
- Compliment for the quality of training issued by individuals within Children's Social Services

The legislation makes it clear that people should be able to provide feedback and have this responded to, without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

The number of concerns, comments and requests received in this period were:

11/12	12/13	13/14	14/15	15/16	16/17	17/18
5	12	13	6	14	11	26

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An example of what may be raised as a concern is where a grandparent wants to let us know about concerns they may have about grandchild (ren) when parents have split up.

8 Who can make a Complaint?

- Any child or young person (or a parent, or someone who has parental responsibility) who is being looked after by the local authority or is not looked after by them, but is in need.
- Any local authority foster carer (including those caring for children placed through independent fostering agencies).
- Children leaving care
- Special Guardians
- A child or young person (or parent) to whom a Special Guardian order is in place.
- Any person who has applied for an assessment under section 14F (3) or (4).
- Any child or young person who may be adopted, their parents and guardians.
- Persons wishing to adopt a child.
- Any other person whom arrangements for the provision of adoption services extend.
- Adopted persons, their parents, natural parents and former guardians and such other person as the local authority consider has sufficient interest in the child or young person's welfare to warrant their representations being considered by them.

Where a complaint is received from a representative on behalf of a child or young person, we will, where possible, confirm that the child or young person is happy for this to happen and that the complaint received reflects their views.

The complaints manager in consultation with relevant operational managers will decide whether the person is suitable to act in this capacity and has sufficient interest in the child's welfare. If it is decided that a person is not suitable to act as a representative for a child, they will be informed of the decision in writing by the complaints manager. The complaint will then fall outside the statutory procedure. They will however be able to complain through the corporate complaints procedure.

Complaints may also be made by adults relating to a child or young person, but are not being made on their behalf. The complaints manager in consultation with operational managers will decide whether the person has sufficient interest in the child's welfare for the complaint to be considered. The child may also be consulted as part of the decision making process.

9 Grading of Complaints

Stage One.

This is the most important stage of the complaints procedure. The teams and external contractors providing services on our behalf are expected to resolve as many complaints as possible at this stage.

The legislation requires complaints at stage one to be responded to within 10 working days. This can be extended for a further 10 working days in some circumstances where further time is needed to arrange an advocate, or where staff may be away from work. This can only be extended with the agreement of the complainant.

Stage Two.

This stage is usually implemented where the complainant is dissatisfied with the findings of stage one. Certain cases may though be escalated straight to stage two. Stage two is an investigation conducted by either an internal manager who has not had any previous involvement in the complaint and has no line management responsibility for the area being complained about, or an external investigating officer. The Assistant Director adjudicates on the findings, although on occasions, this can be delegated to a group manager, where an Assistant Director is not available.

The council must appoint an independent person to oversee the investigation process for all stage two complaints. Stage two complaints falling within the social services statutory complaints procedures should be dealt with in 25 days, although in certain cases this can be extended to 65 days.

Stage Three.

The third stage of the complaints process is the review panel. Where complainants wish to proceed with complaints about statutory social service functions, the council is required to establish a complaints review panel. The panel makes recommendations to the Director who then makes a decision on the complaint and any action to be taken.

Complaints review panels must be made up of 3 independent panellists. There are various timescales relating to stage three complaints. These are:

- setting up the panel within 30 working days;
- producing the panel's report within 5 working days of the panel; and
- producing the local authority's response within 15 days following receipt of the report.

ANNEX 1

A further option for complainants is the LGSCO who is empowered to investigate where it appears that a council's own investigations have not resolved the complaint. Complainants can refer their complaint to the LGSCO at any time, although the Ombudsman normally refers the complaint back to the council, if it has not been considered under our procedure first. The council will usually agree to a complaint being considered by the Ombudsman without the third stage of the internal process having been completed.

10 Activity

The CFT recorded 40 complaints under the children's social care procedure during the year, compared with a total of 30 last year.

An additional 16 complaints were received through the corporate complaints procedure, compared to 10 in the previous year.

11 Total complaints made:

Of the 40 complaints dealt with:

- 30 were investigated at stage one of the social care procedures,
- 4 progressed to stage two
- 10 complaints in total heard at stage two with 6 of these being moved straight to stage 2, due to their complexity and or severity.

No complaints were considered at stage three.

The team is aware that 11 people contacted the LGSCO in relation to children's services. Of these, 9 cases were decided upon with the following outcomes:

- 4 were upheld, requiring an apology, financial redress and procedural changes.
- 1 was closed after initial enquiries with no further action.
- 3 were not upheld and no further action
- 1 was referred back to the council for investigation.

12 Comparison with the preceding year

The numbers of complaints being received are small in number and typically fluctuate each year and this is typical of social care complaints received across Yorkshire and Humberside. The figures show an increase of a third or 33% for this reporting period.

ANNEX 1

13 Complaint outcomes – total

	2015-2016	2016-2017	2017-2018
Upheld	3	0	4
Partly upheld	15	9	10
Not upheld	8	14	20
Not proved	0	0	0
Not pursued	4	3	2
No response	0	1	2
Ongoing	4	1	2
Total	34	28	40

14 Response Times

A key requirement of complaints procedures is to ensure that individuals are informed of the outcome of their complaints, in an appropriate time frame.

The timescales in working days for children's social care complaints as set out in the regulation are:

- 10 days at Stage 1 (with a further 10 days for more complex complaints or additional time if an advocate is required);
- 25 days at Stage 2 (with maximum extension to 65 days);
- 20 days for the complainant to request a Review Panel;
- 30 days to convene and hold the Review Panel at Stage 3;
- 5 days for the Panel to issue its findings; and
- 15 days for the local authority to respond to the findings.

Details of Complaints by stage**15 Stage One Complaints**

There were 30 stage one complaints compared to 26 last year. These have been categorised as follows:

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Stage One - Nature of complaint

	2015 - 2016	2016 - 2017	2017 - 2018
Attitude of staff	3	2	1
Disagree with Policy	-	1	1
Disagree with Assessment	2	4	10
Discrimination	-	0	0
Inappropriate Action	10	12	13
Lack of Action	5	6	3
Quality of Advice/ Communication	4	1	2
TOTAL	24	26	30

You will note that inappropriate action and lack of action have consistently been the main themes with the highest numbers of recorded complaints at this stage.

Stage One - Responding in time performance

	2015 - 2016	%*	2016 - 2017	%*	2017 - 2018	%*
Within 10 days	13	54%	19	73%	24	80%
Within 20 days	6	25%	2	8%	5	17%
Over 20 days	2	8%	2	8%	0	-
Not Pursued	3	12%	3	11%	1	3%
TOTAL	24		26		30	

*% figures are rounded to the nearest whole number

You will note that there has been an improvement of 7% for responses due within the 10 days timeframe from last year. Where there has been a need to extend the response time, as per the legislation and guidance, we have agreed this with the complainant.

Stage One - Outcomes

	2015 - 2016	%*	2016 - 2017	%*	2017 - 2018	%*
Upheld	2	8%	0	-	3	10%
Partially Upheld	11	46%	7	27%	7	23%
Not Upheld	8	33%	15	58%	16	53%
Not Proven	0	-	0	-	0	-
Not Pursued	3	12%	3	11%	2	7%
No response	0	-	1	4%	2	7%
TOTAL	24		26		30	

*% figures are rounded to the nearest whole number

You will note that there has been an increase to 10% of cases upheld this year, in comparison to the previous years 0%.

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16 Stage Two Complaints**Stage Two - Nature of Complaint**

	2015 -2016	2016 -2017	2017 -2018
Attitude of staff	-	-	-
Disagree with Policy	-	-	-
Disagree with Assessment	1	-	1
Discrimination	-	-	-
Inappropriate Action	6	3	4
Lack of Action	2	1	3
Quality of Advice/ Communication	1	1	2
TOTAL	10	4	10

You will note that there has been a 150% increase in the number of stage 2 complaints compared to last year.

Stage Two – Responding in time performance

	2015 -	%*	2016 -	%*	2017 -	%*
	2016		2017		2018	
Within 25days	2	20%	1	25%	6	60%
Within 65 days	-	-	2	50%	0	
Over timescale	7	70%	1	25%	4	40%
Not Pursued	1	10%	-	-	0	-
Ongoing	-	-	-	-	0	-
TOTAL	10		4		10	

You will note that there has been a significant improvement in the % of cases being responded to within the shortest timescale, along with an increase in the number of complaints going “over the timescale”. It is important to remember that this may be related to the need to arrange advocates and appointments with both staff and complainants, particularly at adjudication. The CFT ensure that complainants are kept updated in these cases.

Stage Two Outcomes

	2015 - 2016	%*	2016 - 2017	%*	2017 – 2018	%*
Upheld	1	10%	-	-	-	
Partially Upheld	4	40%	2	50%	3	30%
Not Upheld	-	-	-	-	3	30%
Not Pursued	1	10%	-	-	2	20%
No response sent	-	-	1	25%	2	20%
Ongoing	4	40%	1	25%	-	
TOTAL	10		4		10	

ANNEX 1

17 Stage Three Complaints

There were no children's stage 3 complaints, which is the same as last year.

The process at stage three of the Children's Social Care Complaints Procedure is an independent review panel that will consider whether the investigation, findings and recommendations at stage two, were thorough, logical and fair. The Panel then provides a report to the Director of Children's Services with their conclusions and any recommendations considered appropriate. The Director would then respond confirming whether they agree with the conclusions and any recommendations made.

Where someone remains unhappy following a stage two response, the complaints advisers assess whether the council has been given sufficient opportunity to consider and respond to the complaint and whether a review is likely to lead to a different outcome.

Where it is not considered a different outcome is likely to be achieved through this process, people are made aware the council has an obligation to hold a Review Panel if requested. However we will provide written confirmation of this to the complainant and that they can contact the LGSCO for an independent view of their complaint. This is to avoid any delay in people being able to seek an independent view from the Regulator.

In addition to the information given above for complaints made through the children's' social care complaints procedure, three complaints were received as a corporate stage one. Complaints are dealt with under the corporate procedure when the complainant is not complaining with the consent of the customer, or it is considered they are not complaining in the customer's best interest. None of these complaints were escalated within the corporate complaints procedure.

18 Percentage escalation

The following table indicates how many complaints in children's services have been escalated. By measuring these figures as a percentage, we are able to gauge the implied customer satisfaction levels.

	Number	% escalated to next stage	% implied customer satisfaction
Stage 1 to Stage 2	4 of 30	13.3%	86.7%
Stage 2 to Stage 3	0	0%	100%

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19 Equalities Monitoring Information

Following the guidance produced by the Department of Health and the Department for Education and Skills, we have to seek to identify who is making complaints to get a greater understanding of them. The following information was provided:

Gender

	2014 -2015	2015 - 2016	2016 - 2017	2017 - 2018
Male	7	5	11	10
Female	15	29	16	25
Male & Female	-	-	3	5
Not stated	-	-	-	-

Ethnic origin

- 0 people gave us information about their ethnicity

Age

- 2 people were under the age of 16
- 2 people were between 16 – 24.

20 Who made the complaints

- 4 complaints were made by a child or young person via an advocate.
- 0 complaints were made direct by a child or young person.
- 2 complaints were made by an adult via an advocate.
- 5 complaints were made by family or friends on behalf of a child or young person.
- 29 complaints were made by adults about the service provided to them.

The Complaints Manager is aware the majority of complaints about Children's Services are not made by children or young people receiving a service. To ensure that children are aware of and are supported to use the complaints and feedback procedure, the team works closely with the Children's Rights team and where appropriate, other support and advocacy services and others making a complaint on behalf of a child or young person.

The council has a statutory obligation to offer advocacy support to any child or young person making a complaint and the Children's Rights team make people

ANNEX 1

aware of the options available for raising comments, concerns, complaints and compliments and provide advocacy support to assist with this where requested.

The CFT are also available to attend meetings with staff members, children and young people and on occasions foster carers to raise awareness of and understanding about how people can use the procedure.

21 Costs and Payments

The council has an obligation to ensure independence in the children's social care complaints procedure. This includes a requirement for:

- A person independent of the council to oversee all complaints at stage two made by children and young people.
- To ensure the investigator at stage two has not had any involvement in the complaint or line management responsibility for the services being complained about.
- To have a panel of 3 independent people at stage three.

The costs of this in this reporting period were:

	Total cost April 2017 to March 2018 * excluding VAT
Investigating Officers & Independent People – this includes expenses e.g. travel	£8665.72 These were for 6 Childrens Social Care cases
Review Panel	Nil
IP contract – core costs	£6250.00

In addition to this the council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that:

- the LGSCO would find that there has been maladministration by the council causing injustice to the complainant; and
- the LGSCO would recommend that financial recompense should therefore be paid to the complainant.

Two amounts of £200.00 were made for time trouble and delays in responding to the customer's complaint, and this was paid to the parent and child.

A payment of £500 was paid in relation to time and trouble in resolution to a stage two complaints investigation, along with a payment of £1232.20 for a quantifiable loss in relation to travel expenses for the same complaint.

22 Alternative Dispute Resolution

It is important to note that the Department for Education and Skills Guidance makes it clear that nothing in the procedure should preclude Alternative Dispute Resolution and that if agreed by both complainant and the Complaints Manager the council should explore this option.

Possible alternatives which may be considered by the Complaints Manager include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

23 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint. Some of the types of action the council has undertaken to resolve complaints have been issuing apologies, meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place. This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date. The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has resulted in agreement to undertake the following actions, in addition to apologies and financial recompense:

- Revisit a complaint, appointing an Independent Person and Independent Investigator to carry out the investigation.
- A review of procedures for assessing needs for Short Breaks.

Annual Adult Social Care Complaints Report April 2017 to March 2018

24 Context

This report provides information about complaints made during the twelve months between 1st April 2017 and 31st March 2018 for adults under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

All timescales contained within this report are for working days.

In addition the numbers of compliments are also recorded. These were:

	13/14	14/15	15/16	16/17	17/18
Adult services	47	44	31	19	49
Occupational therapy	4	2	2	-	-
Commissioning and Purchasing (C&P)	-	-	-	-	1
Mental health	6	2	20	28	2
Learning disability services	7	1	1	4	0
Public health		-	-	-	1

The CFT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure that we are able to provide a true picture of our customers' experiences of the services they receive.

The compliments received included:

- I could not of ask for a more understanding care Manager as you were with Mum or me as we weren't easy.
- Social worker provided a brilliant service with amazing help, she is fantastic.
- Care at Windsor House should be considered an example held by the rest of the country.
- I've been so impressed with how you speak to the resident and the support you are giving her and me. It is the best I've come across from City of York. Thanks very much!
- Customer stated Social worker was empathetic, professional and "excellent in every way".

The legislation makes it clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

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The number of concerns, comments and requests received in this period were:

	13/14	14/15	15/16	16/17	17/18
Adult services	31	54	11	6	7
Occupational therapy		1	1		
Commissioning and Purchasing (C&P) and mental health	4			5	
Learning disability services					
Public health				3	

25 Who can make a Complaint?

Someone who:

- The local authority has a power or duty to provide or secure the provision of a social service for him/her and
- His/her need for such a service has (by whatever means) come to the attention of the Authority.

This definition also applies to a person acting on behalf of someone who meets the above requirements.

A complaint can be made by a representative where the Complaints Manager receives permission from the eligible person, usually in writing, giving their permission for the representative to make the complaint on their behalf. A representative will also be able to make a complaint where the eligible person is not capable of making the complaint themselves, this includes when they have died.

The Complaints Manager will decide if a person is suitable to act as a representative, if it is decided they are not acting in the eligible person's best interests, they will inform them in writing of the reasons for this.

If a customer is not eligible under the terms of the Act, they will always be able to have their complaint looked at under the council's corporate complaints procedure.

26 Grading of Complaints

The department of health designed the following tool to assess the seriousness of complaints and decide the relevant action:

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Step 1: Decide how serious the issue is

Seriousness	Description
Low	Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care. OR Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation.
Medium	Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation.
High	Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. Possibility of litigation and adverse local publicity. OR Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.

Step 2: Decide how likely the issue is to recur

Likelihood	Description
Rare	Isolated or 'one off' – slight or vague connection to service provision.
Unlikely	Rare – unusual but may have happened before.
Possible	Happens from time to time – not frequently or regularly.
Likely	Will probably occur several times a year.
Almost certain	Recurring and frequent, predictable.

Step 3: How to categorise the risk

Seriousness	Likelihood of recurrence				
	Rare	Unlikely	Possible	Likely	Almost Certain
Low	Low				
		Moderate			
Medium					
			High		
High				Extreme	

The CFT grades the complaints as:

- Low = Green - Can be resolved locally
- Medium = Amber - Needs a response from the Director
- High = Red - Needs a response from the Director

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Complainants are contacted by the CFT to design a complaints plan and agree an appropriate response timescale. This is often done through an acknowledgment letter requesting the complainant to confirm the council's understanding of the complaint and the timescale for response.

Following the response, a complainant can ask the Local Government and Social care Ombudsman (LGSCO) to investigate if they remain dissatisfied.

27 Activity

The CFT recorded 21 complaints under the adult social care procedure during the year 2017 – 2018, compared with a total of 50 the previous year.

An additional 9 complaints were received about adult social care services under the corporate complaints procedure, the same as the previous year.

28 Total complaints made to the LGSCO

The CFT are aware that 13 people contacted the LGSCO in relation to adult services.

Of the 13 received in this reporting period the following 11 outcomes were reached:

- 3 Closed as not upheld
- 4 Closed as upheld
- 1 Closed after initial enquiries
- 2 Referred back to the Council
- 1 Closed as invalid

29 Comparison with the preceding year

The figures show a decrease in the number of complaints received in 2017 – 2018 through the adults social care procedures. Although numbers do typically fluctuate each year, the total figure for 2017/2018 of 21 complaints is some way below the average over recent years.

ANNEX 1

30 Outcomes of complaints:

	2015 - 2016	2016 - 2017	2017 - 2018
Upheld	6	9	4
Partly upheld	16	12	8
Not upheld	17	26	6
Not proved	0	2	1
Not pursued	5	1	1
No response	3	0	1
Ongoing	0	0	0
Total	47	50	21

31 Response Times

A key requirement of the reform of complaints procedures is the importance of informing service users of the outcome of their complaints, in an appropriate time frame.

The Department of Health guidance on deciding how long it should take to respond to a complaint states:

“If someone makes a complaint, your organisation has to acknowledge it within three working days. The person making the complaint will want to know what is being done – and when. However, accurately gauging how long an issue may take to resolve can be difficult, especially if it is a complex matter involving more than one person or organisation. To help judge how long a complaint might take to resolve, it is important to:

- *address the concerns raised as quickly as possible*
- *stay in regular contact with whoever has complained to update them on progress*
- *stick to any agreements you make – and, if for any reason you can’t, explain why.*

It is good practice to review any case lasting more than six months, to ensure everything is being done to resolve it.”

ANNEX 1

Details of Complaints**32 Green Complaints**

There were 18 complaints graded as Green in adult services compared to 43 last year and these were categorised as follows:

Green Nature of complaint

Social Care Service	Adults Delivery	Assess & Safe - guarding	Finance	OT	C&P	Mental Health	Learning Disability	Public Health	Total
Attitude of staff	-	-	-	-	-	-	-	-	0
Disagree with Policy	-	-	-	-	-	1	-	-	1
Disagree with Assessment	1	3	1	-	1	-	-	-	6
Discrimination	-	-	-	-	-	-	-	-	0
Inappropriate Action	2	2	1	-	-	2	-	-	7
Lack of Action	-	1	-	-	1	-	-	-	2
Quality of Advice/ Communication	1	-	-	-	1	-	-	-	2
TOTAL	4	6	2	0	3	3	0	0	18

It is not uncommon for inappropriate action to be the category receiving the most complaints.

Green Response Times

	Adults Delivery	Assess & Safe - guarding	Finance	OT	C&P	Mental Health	Learning Disability	Public Health	Total
Within 10 days	1	6	2		3	2			14
Within 25 days	3								3
Over 25 days						1			1
Not Pursued									
TOTAL	4	6	2	0	3	3	0	0	18

It is important to remember that the legislation and guidance for adults does not prescribe actual timescales for responses. However we do manage and monitor performance in this area using best practice across the different complaints legislation and guidance. The above table highlights that we are responding to 78% of green complaints within the shortest timescale.

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33 Amber Complaints

There were 2 complaints graded as Amber in adult services compared to 7 in the last year.

Amber Nature of Complaint

Social Care Service	Adults Delivery	Assess & Safe-guarding	OT	C&P	Mental Health	Learning Disability	Public Health	Total
Attitude of staff	-	-	-	-	-	-	-	0
Disagree with Policy	-	-	-	-	-	-	-	0
Disagree with Assessment	-	-	-	-	1	-	-	1
Discrimination	-	-	-	-	-	-	-	0
Inappropriate Action	-	-	-	1	-	-	-	1
Lack of Action	-	-	-	-	-	-	-	0
Quality of Advice/ Communication	-	-	-	-	-	-	-	0
TOTAL	0	0	0	1	1	0	0	2

Amber Response Times

	Adults Delivery	Assess & Safe-guarding	OT	C&P	Mental Health	Learning Disability	Public Health	Total
Within 25days	-	-	-	1	1	-	-	2
Within 65 days	-	-	-	-	-	-	-	0
Over timescale	-	-	-	-	-	-	-	0
Not Pursued	-	-	-	-	-	-	-	0
TOTAL	0	0	0	1	1	0	0	2

Amber Outcomes

	Adult Delivery	Assess & Safeguarding	OT	C&P	Mental Health	Learning Disability	Public Health	Total
Upheld	-	-	-	1	-	-	-	1
Partially Upheld	-	-	-	-	1	-	-	1
Not Upheld	-	-	-	-	-	-	-	0
No Response	-	-	-	-	-	-	-	0
Not Pursued	-	-	-	-	-	-	-	0
TOTAL	0	0	0	1	1	0	0	2

ANNEX 1

34 Red Complaints

There was 1 complaints graded as Red in adult services compared to 0 in the last year.

In addition to the above, there were 9 complaints about adult social care services made under the corporate complaints procedure. All 9 were completed at stage one and 2 of these then progressed to stage two.

Complaints are dealt with under the corporate procedure when the complainant is not complaining with the consent of the customer, or it may be considered they are not complaining in the customer's best interest.

35 Equalities Monitoring Information

Following the guidance and best practice, it is important to understand who is making complaints and so we seek to identify who is making complaints. Only the following information was provided:

Gender

Male: 12

Female: 9

36 Who made the complaints

- 13 complaints were received directly from a customer
- 7 complaints were made by a family member
- 1 complaint was made by an advocate on behalf of a customer

37 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that the LGSCO would find that there has been maladministration by the council causing injustice to the complainant with a recommendation that financial recompense should therefore be paid to the complainant.

There was one payment of £250.00 for time and trouble in pursuing the complaint. A payment for £235.13 was also paid for reimbursement of care costs.

38 Alternative Dispute Resolution

It is important to note that the complaints regulations and guidance for adult social care complaints are that a plan needs to be agreed between the complainant and the Complaints Manager about how the complaint will be dealt with and responded to, what outcomes are wanted and what can be realistically achieved.

Possible alternatives which may be considered by the Complaints Manager include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

39 Complaints dealt with by the local authority and NHS Bodies

The CFT works with contracted agencies and statutory agencies to identify the main themes concerned in a complaint. Informal agreements are in place to provide the customer with a co-ordinated response with the agency responsible for the provision of the main areas of complaint taking the lead with co-operation from the other agencies as required.

40 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date. The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has resulted in agreement to undertake the following actions, in addition to apologies and financial recompense:

- Review of policy and procedure
- Discussion with contracted agency about providing more considered responses
- Agreement to commission an independent assessment of needs
- Staff training on the importance of clear, effective and honest communication

Annual Corporate Complaints Procedure Report April 2017 to March 2018

41 Context

This is the second year we have produced an annual report for complaints considered under the Corporate Complaints Procedure. This procedure covers all complaints about services provided by the council where no statutory procedure exists.

All timescales contained within this report are for working days.

In addition the numbers of compliments are also recorded and these are shown below for the directorates as they were known during the reporting period.

Directorate	Number of compliments
CCS	45
CEC	25
EAP	106
HHASC	136
Not CYC	3
TOTAL	312

The CFT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure we are able to provide a true picture of our customers' experiences of the services they receive.

The compliments received included thanks for:

- Glen Lodge - absolutely beautiful and everything she could wish for.
- Highly commended in producing a comprehensive, professional and fair report on the above property. The report is extremely robust and highlights how the scheme grossly conflicts with national and local planning policies. We are personally grateful for your attention to detail and Council's decision.
- Thank you so much for clearing the alley of all the black bags so quickly.
- Providing 'significant and beneficial' support for the couple and this was cited as the catalyst for them revoking their resignation as Foster Carers.
- Youth Offending Team - their sheer, inspiring professionalism and dedication to the young people in their care. Every conversation about any young person, no matter how serious or challenging an offence they may have committed, is marked by compassion and faith in their ability to choose differently in future.

ANNEX 1

- Thanks to you, your team and security for helping to make the Apprenticeship Recruitment Event run smoothly.

The good practice from the statutory processes is clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged in the corporate procedure and these are shown below:

Directorate	Number of concerns, comments and requests
All Directorates	2
CCS	162
CEC	23
EAP	979
HHASC	154
TOTAL	1320

42 Who can make a Complaint?

The council's corporate complaint policy and procedures states we will accept complaints from

- a member of public or anyone acting on behalf of a customer with the proper authority and consent,

And using any of the following contact methods:

- in person
- by phone
- by letter
- by email
- through our website. www.york.gov.uk

43 Grading of Complaints

The CFT assess the appropriate stage to investigate a complaint or referral to the relevant Ombudsman, taking account of issues such as:

- risk to the customer and the authority
- severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

44 Response Times

ANNEX 1

It is considered good practice that a key requirement of a complaints procedure is the importance of informing service users of the outcome of their complaints in an appropriate time frame.

ANNEX 1

The time limits for the council's corporate complaints procedure are:

- Stage One 5 working days
- Stage Two 15 working days
- Stage Three 20 working days

Details of complaints

45 Stage One Complaints

Primary theme by directorate

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
CCS	3	80	17	1	37	39	23	199
CEC	-	2	1	-	4	3	-	10
EAP	15	51	164	3	171	549	29	982
CEX						1		1
HHASC	3	27	13	2	32	69	15	161
Total	21	160	195	6	244	660	67	1353

Outcome by directorate

	upheld	Not upheld	Partly upheld	Not pursued	No response	Not proven	TOTAL
CCS	49	83	34	3	21	9	199
CEC	3	2	2	-	3	-	10
EAP	323	201	94	24	288	52	982
HHASC	29	66	14	8	29	15	161
CEX	-	-	-	1	-	-	1
Total	404	352	144	36	341	76	1353

Responding in time performance by directorate

	In time	Out of time	Not pursued	TOTAL
CCS	162	37	-	199
CEC	7	3	-	10
EAP	518	464	-	982
HHASC	108	53	-	161
CEX	-	-	1	1
Total	795	557	1	1353

ANNEX 1

46 Stage Two Complaints**Primary theme by directorate**

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/ work	TOTAL
CCS	2	13	2	1	6	7	3	34
CEC	1	1	-	-	1	2	-	5
EAP	2	17	21	-	47	238	12	337
CEX	-	-	-	-	-	1	-	1
HHASC	1	12	2	3	5	20	8	48
TOTAL	6	43	25	1	59	268	23	425

Outcome by directorate

	Upheld	Not upheld	Partly upheld	Not pursued	No response	Not proven	TOTAL
CCS	7	15	9	-	3	-	34
CEC	-	2	2	-	1	-	5
EAP	173	40	35	7	76	14	337
HHASC	9	19	7	1	10	2	48
CEX	1	-	-	-	-	-	1
Total	190	77	53	8	90	6	425

Responding in time performance by directorate

	In time	Out of time	Not pursued	TOTAL
CCS	27	7	-	34
CEC	4	1	-	5
EAP	225	115	7	337
HHASC	29	18	1	48
CEX	1	-	-	1
Total	276	141	8	425

ANNEX 1

47 Stage Three Complaints**Primary theme by directorate**

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
CCS	-	-	-	-	2	1	-	3
CEC	-	-	-	-	-	1	-	1
EAP	-	-	1	-	3	11	2	17
HHASC	-	-	-	-	-	2	1	3
TOTAL	0	0	1	0	5	15	3	24

Outcome by directorate

	Upheld	Not upheld	Partly upheld	Not pursued	No response	Not proven	TOTAL
CCS	1	2	-	-	-	-	3
CEC	-	1	-	-	-	-	1
EAP	7	8	1	-	-	1	17
HHASC	1	2	-	-	-	-	3
TOTAL	9	13	1	0	0	1	24

Responding in time performance by directorate

	In time	Out of time	Not pursued	TOTAL
CCS	3	-	-	3
CEC	-	1	-	1
EAP	15	1	-	16
HHASC	3	-	-	3
TOTAL	21	2	0	23*

*at the time of producing this report, there was 1 reply at stage 3 which could still be answered in time

ANNEX 1

48 Outcome of Investigations by the Ombudsman

	Advice Given	Closed after initial enquiries	Incomplete /Invalid	Not Upheld	Referred back for local resolution	Upheld	Total
Adult Care Services	-	1	1	3	2	4	11
Benefits and Tax	-	-	1	1	3	2	7
Corporate and Other Services	-	2	1	-	2	-	5
Education and Children's Services	-	1	-	3	1	4	9
Environmental Services and Public Protection Regulations	-	4	1	1	2	-	8
Highways and Transport	-	3	-	-	-	-	3
Housing	1	2	1	1	1	-	0
Planning and Development	-	2	1	1	1	-	5

As the council is committed to transparency and where there is no conflict or risk to the complainant's interest or could compromise their anonymity, we have included the summary details of the LGSCO findings at Annex 1.

This is similar to how the LGSCO determines which decisions to publish. For the decisions they do publish, they do not use real names. You can search the LGSCO's published decisions on the following link:

<http://www.lgo.org.uk/decisions>

49 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that the LGSCO would find that there has been maladministration by the council causing injustice to the complainant; and would recommend that financial recompense should therefore be paid to the complainant.

ANNEX 1

The following payments were made in this reporting period:

- £100 for injustice as a result of incorrectly issuing a summons.
- £200 to both parent and child for time and trouble due to delays in investigating complaint.
- Refund of £310 for enforcement agent charges, and £20 liability order charge.
- Refund of £330.76 for care charges.
- £250 for time and trouble for pursuing complaint.
- £100 in recognition of poor service

In addition to the above payments, we made the following payment:-

- £950 for early resolution on the recommendation of the Housing Ombudsman.

50 Alternative Dispute Resolution

Based on the good practice guidance in the statutory complaints procedures, the council also considers whether there would be an appropriate alternative way of resolving complaints, in the corporate procedure, rather than completing an investigation.

Possible alternatives which may be considered by the Complaints Manager include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

51 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint and this has meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has resulted in agreement to undertake the following actions, in addition to apologies and financial recompense:

ANNEX 1

- Look at the possibility of changing care charging structure for residents in hospital care.
- Reminders to staff about appropriate customer care and service.
- Reminders and clarification to staff of procedures.
- Put monitoring in place for assisted waste collections.
- Review procedures for short stay care funding.

ANNEX 1

City Of York Council - Annual Complaints Report - April 2017 to March 2018

Annex 1

LGSCO ref	Director ate	Area/ Service	Date of decision	Decision	Outcome	CYC reference	LGSCO summary
16014507	CCCS	Benefits & Tax	03/04/2017	Upheld	Apology, Financial Redress	FT/5770	Summary: The Council accepted it wrongly sent summonses to Mr J for council tax he did not owe. It has agreed to pay Mr J £100 to redress the uncertainty and time and trouble caused by the fault.
16019375	CCCS	Benefits & Tax	20/06/2017	Upheld	Apology, Reimbursement/ unquantified payment	IGF/0638	Summary: there was fault by the Council in failing to communicate change of address information between housing benefit and council tax sections of the Council. The Council has offered to refund the enforcement agent costs and the liability order charge and to apologise. That is a satisfactory resolution of the complaint
16010789	CCEC	Education & Children's Services	21/06/2017	Upheld	Other Remedy	IGF/1127	Summary: The Council has delayed dealing with Mrs X's complaint under the statutory procedure for children's complaints. It should do so immediately.
16015675	CCEC	Education & Children's Services	20/07/2017	Upheld	Apology, Financial Redress, Procedure Change	FT/6214	Summary: The Council was at fault in April 2016 for giving Mrs B incorrect advice about Short Breaks funding, and for not assessing her son's eligibility. The Council conducted an assessment in October 2016 and decided Mrs B's son was eligible. The Council has agreed to apologise and to backdate the funding to April 2016 to recognise its failure to conduct an assessment sooner. The Council has also agreed to put a system in place to record when it has given advice and guidance to parents who have tried to access services for their children.
16017596	CCEC	Education & Children's Services	17/10/2017	Upheld	Financial redress: Avoidable distress/time and trouble, Other Remedy	Ft/4756	Summary: The Council failed to respond properly to the recommendations of a children's social care complaint about Mrs X's daughter. It has now provided a copy of the report as recommended, apologised to Mrs X, and offered her and her daughter a payment. This is a satisfactory remedy.
17006828	CCEC	Education & Children's Services	25/01/2018	Upheld	Null	Igf/1429	Summary: Mrs C says a school nurse failed to act on her concerns about her daughter's weight and the possibility that she may be suffering from an eating disorder. There is evidence of fault but not that led to injustice to Mrs C or her daughter, D
16013834	CEP	Environment al Services & Public Protection & Regulation	24/08/2017	Upheld	Apology	IGF/1395	Summary: The Council's decision not to undertake further reinstatement works on land near the racecourse is a matter of professional judgement

ANNEX 1

17011339	CEP	Environmental Services & Public Protection & Regulation	05/03/2018	Upheld	Apology, Financial redress: Avoidable distress/time and trouble, Other Remedy	IGF/0378	Summary: The Ombudsman finds the Council was at fault when it did not return Mrs X's bins in line with its assisted collection service and in how it handled her complaint. The Council's initial response was appropriate but given the continuing issues the Council has agreed to take further action to prevent the issues continuing and to remedy the injustice caused.
17001556	CHHASC	Adult Care Services	29/09/2017	Upheld	Financial Redress: Quantifiable Loss, Procedure or policy change/ review	IGF/0116	Summary: the Council did not tell Mr F he would have to pay for home care he did not receive when he was in hospital. The Council should refund these charges
17007141	CHHASC	Adult Care Services	26/02/2018	Upheld	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/ review	IGF/0733	Summary: The Council was at fault when it decided to complete a safeguarding enquiry about Mrs X too soon. To acknowledge this fault, the Council has agreed to apologise, make a modest time and trouble payment to Mrs X and review its safeguarding procedures
17008043	CHHASC	Housing	12/01/2018	Upheld	Apology	IGF/1495	Summary: There was fault by the Council in wrongly identifying the property for a replacement boiler, in not immediately telling Mr B when it found the error and in its failure to keep proper records of its correspondence with Mr B and the councillor. The Council will apologise to Mr B within one month of the date of this decision
17010026	CHHASC	Adult Care Services	15/03/2018	Upheld	Provide information /advice	IGF/2581	Summary: Ms B complains the Council reduced her direct payment. We found funding was not authorised in line with council procedures. A later assessment concluded Ms B did not require night time care and we found the later assessment was in line with the Care Act and national guidance, so there was no fault in the reduction. The Council's complaint response was faulty because it did not explain what had gone wrong in any detail. The Council did not co-operate with the NHS in exploring whether counselling or therapy was available for Ms B. The Council accepted our recommendation to seek Ms B's consent to refer her for counselling or therapy
17015821	CHHASC	Adult Care Services	23/03/2018	Upheld	Apology	IGF/4806	Summary: The Ombudsmen find no fault in the way a care home and GP practice responded to a resident's declining health, or in the way the home tried to manage the resident's personal care needs. However, the Ombudsmen find fault in way the care home managed the resident's pressure area needs. This caused an injustice. The Ombudsmen recommend an apology and an action plan to address this



**Customer & Corporate Services Scrutiny
Management Committee**

10 September 2018

Report of the Deputy Chief Executive / Director of Customer & Corporate Services

Social Value Policy**Purpose of Report**

1. The report presents a corporate social value policy for the Council. The policy has been developed to communicate the approach to social value both internally and externally. It will be used to explain to residents, suppliers and other stakeholders what we expect when they work with the Council.

Background and analysis

2. The Public Services (Social Value) Act 2012 requires all public bodies to consider how they might improve the economic, social and environmental wellbeing of their area when buying services above the Official Journal of the European Union (OJEU) threshold (currently £181k for services and £4.5m for works). To comply with the Act, we must think about how what we buy, or how we buy it, could add these benefits.
3. The Act does not take a prescriptive approach and gives freedom to determine what additional benefit or value would best meet the needs to the local community, as well as giving suppliers opportunity to innovate.
4. In 2014 a government review reported on progress made by public bodies on implementing the Social Value Act. The report reinforced that there is still further work to be done to support local authorities to achieve social value in practice. The government has also introduced a social value website which provides useful guidance, support and examples of best practice.
5. The term “social value” is generally recognised as being the achievement of extra social or community benefits through procurement. It involves thinking

beyond the price of each individual contract and looking at the collective benefit to a community when a public body chooses who to award a contract to.

Analysis

6. The application of a social value policy can be used to promote inclusive growth by buying goods and services in a way that helps to create better jobs and strengthen skills and employability, which contributes towards the attraction of wealth, enhancing economic growth and addressing poverty.
7. It is clear that, as well as procurement activity, the Council can secure additional social value benefits through the use of its assets and the awarding of grants. In addition to the legislative requirement, commissioners and those involved in redesigning service delivery models should consider social value when determining the most appropriate use of resources. This will help to inform whether buying or internal delivery is the best approach and influence the design of services, using the opportunity to re think outcomes and the types of services required before starting a procurement process.
8. The Council spends approximately £140m every year with a range of suppliers and this expenditure should contribute as much as possible to the delivery of social value in the city. Whilst we have a number of good examples of using social value to drive out additional benefits, there is no clear statement, framework or agreed definition of what social value means to the Council. The Council does not currently have an overarching social value policy or specific social value priorities against which activity can be planned, measured and evaluated.
9. The Local Government Association peer review of procurement in June 2017 identified that whilst there were examples of procurement being used to achieve broader socio-economic objectives, for example employment and skills plans for construction projects, there was not a Council policy or toolkit relating to 'social value', including how to comply with the statutory obligations in this area such as the Social Value Act. Their recommendation was that this was something the Council should consider addressing.
10. In the absence of a corporate social value policy, the current process of achieving social value is variable and depends on the size and type of

contract. The policy will enable a more consistent approach and strengthen the Council commitment to delivering social value.

11. However, much of the One Planet Council initiative is about changing the way we work, so that we more carefully consider and balance the social, economic and environmental implications of the decisions we make.
12. One Planet Council seeks to make sustainability part of everyone's job and encourages officers from different service areas to come together to share ideas and work together. The social value policy attempts to add to, rather than replace, this existing Council policy.
13. The policy attached at Annex 1 to this report sets out our social value and inclusive growth priorities along with some examples of how they could be achieved. An action plan has been developed to create the additional guidance material, training, and other processes needed to implement the policy. These additional documents need to be easy to understand and any additional processes not too time consuming to achieve.
14. The development of a policy will give contractors and residents a clear definition of expectations and requirements in the commissioning, implementation and evaluation of social value benefits. It will also ensure we can focus social value initiatives on the delivery and support of Council plan priorities.
15. We recognise that Council influence extends beyond our core role through to local businesses, partners and other external bodies. In addition to securing more social value through our own contracts, we will also consider our role in providing wider support and engagement to encourage everyone to be responsible employers and address social value wherever possible.
16. The Council continues to offer local suppliers and businesses encouragement to engage in tenders through meet the buyer events and engagement with the Federation of Small Business and the Chamber of Commerce, as well as offering training and support where needed to submit good quality tenders. We also actively encourage suppliers to make use of the potential local supply chain. The Council pays suppliers promptly and expect this prompt payment to be delivered throughout the supply chain.

17. Social value should be deliverable, measurable and achievable and using social value as a tool to lever in additional benefits wherever possible should be seen as integral to the procurement process. In order to maximise the benefits from social value a consistent approach is needed across the Council.
18. One of the main challenges with social value is how we can measure and evaluate outcomes achieved. Social value measurement needs to be proportionate, appropriate and realistic. Striking the right balance is crucial to prevent the measurement process being too rigid or complex and slowing down day to day business activity.
19. We also need to understand that there may not be opportunities in all contracts to secure social value because of the need to achieve value for money and the need to consider the profitability of contractors.
20. An action plan has been developed to include
 - a. Ongoing training, communication and engagement with managers and members.
 - b. Engagement of suppliers, partners and other stakeholders in achieving more social value benefits for the city
 - c. Development of more guidance and support for suppliers, particularly SME's and the voluntary sector.
 - d. Developing an approach to monitoring and measuring social value outcomes
 - e. Improved cross Council working to avoid a disconnect between the contracting process and the delivery of social value benefits

Consultation

21. The draft policy has been shared widely with a range of officers and senior managers.
22. A series of "Meet the Buyer" events are being arranged during November 2018, to coincide with York Business Week, and these will be used to consult more widely on the policy with both current and potential suppliers.
23. This report allows the Customer and Corporate Services Scrutiny Management Committee to contribute to discussions before the Social Values Policy is considered by Executive.

Options

24. The Council could choose not to have a corporate policy but to continue considering social value on a case by case basis for individual procurements. This option has not been considered further as having a policy in place will allow officers to approach social value with consistency and will ensure the legislative requirements are met.

Council Plan

25. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

26. **Financial:** The financial implications of a greater focus on social value can't be accurately quantified. Whilst any additional costs should be relatively small, they could be justified by the wider benefit to residents and economic wellbeing of the city in general. Any additional costs would have to be identified from within existing budgets and this will be considered as part of the action plan.
27. **One Planet Council / equalities:** The policy helps to achieve the principles set out in One Planet Council. Social value can be used to support specific sections of the community, giving additional support and opportunities.
28. **Legal:** The Public Services (Social Value) Act 2012 created a duty to consider social value when making decisions about how public services should be delivered. The proposed policy incorporates the requirements of the legislation.
29. There are no HR, crime and disorder, IT, property or other implications.

Risk Management

30. Without a corporate policy in place there is a risk that information and advice is inconsistent or inappropriate, which could lead to a failure to deliver social value in line with our statutory duty. Although there is a potential that tender prices could be inflated by suppliers to cover the costs of social value there is no evidence of this in practice. The draft policy and associated action plan mitigates these risks to an acceptable level.

Recommendation

31. The Committee is asked to comment on and approve the policy attached at Annex 1 to this report.

Reason: to ensure compliance with the Social Value Act and that the Council has a clear and consistent approach to delivery of social value through procurement.

Author:	Chief Officer responsible for the report:		
Debbie Mitchell Finance & Procurement Manager Ext 4161	Ian Floyd Deputy Chief Executive / Director of Customer & Corporate Services		
	Report Approved	✓	Date 28/08/2018
Wards Affected: <i>All</i>			
<i>For further information please contact the author of the report</i>			

Annexes

Annex 1 – Social Values Policy

Social Value Policy

Introduction

As a council we spend £140m on goods and services each year, more than any other organisation in the city. This provides the council with significant leverage to incentivise suppliers to be more sustainable in their practices and to encourage the organisations we buy from to deliver additional social, environmental and economic benefits to the city. The term 'Social Value' has been developed to refer to the achievement of these extra benefits through procurement and commissioning. Social value is a way of thinking about how resources are allocated, looking beyond the cost of a contract to the collective benefits the contract will deliver to the wider community.

This statement sets out City of York Council's commitment to embedding social value into its procurement and commissioning processes, creating a supply chain that helps us work towards our strategic priorities. As service delivery increasingly shifts to external providers, this will become ever more important part of the council's aspiration to become a more sustainable and resilient city.

The statement will also enable us to meet our legal obligations set out in the Social Value Act (2012). The Act requires all public bodies to consider how they might improve the economic, social and environmental wellbeing of their area when buying services above the OJEU threshold, currently £181k for services and £4.5m for works.

Our social value priorities

Three key social value priorities have been identified: 'Strong Community', a 'Vibrant and Inclusive Economy' and a 'Healthy Environment'. These are the foundations of the One Planet York framework, which aims to drive progress towards a more sustainable and resilient city. Within this, One Planet Council makes a commitment to put economic, social and environmental sustainability at the heart of our organisation. These high level principles have been further broken down into a number of key objectives that we wish suppliers to contribute towards. Whilst these objectives are fixed, suppliers may propose to deliver social value in any number of ways. This is to cater for the varied nature of public sector contracts; encourage innovative approaches to service delivery; and ensure that any benefits meet specific local needs. There is no "one size fits all" model and each procurement exercise needs to be dealt with on a case by case basis.

ANNEX 1

The overall aim of the policy is to reduce inequality and narrow the gap in outcomes by attracting Social Value activities that will improve the lives and life chances of York residents, alongside enhanced sustainability of the city.

DRAFT

ANNEX 1

The tables below set out our key objectives and provide examples of how suppliers may help us meet them. The examples and associated outcome measures are illustrative rather than exhaustive.

1) Strong Community

Objective	Examples of social value	Example outcome measures
Investing in the health and wellbeing of communities	<ul style="list-style-type: none"> • Providing health and wellbeing programmes for staff • Promoting education campaigns (for example, healthy living, debt or physical and mental health) • Providing schemes which encourage staff to cycle work 	<ul style="list-style-type: none"> • Number of employees benefitting from health and wellbeing programmes • Campaign reach • Staff behavioural change • Increase in number of staff cycling to work
Building capacity	<ul style="list-style-type: none"> • Allowing voluntary, community and faith sector organisations / community groups to make use of business premises • Providing pro bono consultancy to voluntary sector organisations e.g. marketing, digital skills, financial management, etc. • Establishing an employee volunteering scheme 	<ul style="list-style-type: none"> • Number of hours premises rented out for • Number of hours of consultancy provided • Number of employee hours volunteered
Supporting the most vulnerable residents & bringing communities together	<ul style="list-style-type: none"> • Supporting employees who are vulnerable or on low income with their childcare • Engagement with community cohesion projects • Running or supporting befriending / mentoring schemes for vulnerable adults or children and young people 	<ul style="list-style-type: none"> • Number of employees benefitting from childcare • Number of community projects supported • Number of vulnerable adults or children supported • Number of hours volunteered

Relevant One Planet Principles: Health & Wellbeing, Strong Resilient Community, A City Working Together

2) Vibrant & Inclusive Economy

Objectives	Examples of social value	Example outcome measures
Supporting the local economy	<ul style="list-style-type: none"> • Maximising the total spend within the local supply chain • Involving SMEs, voluntary sector organisations and social enterprises within the supply chain • Providing support to new businesses, SMEs, social or green enterprises or voluntary sector organisations • Attracting inward investment into the city or wider region 	<ul style="list-style-type: none"> • % of total spend within the local supply chain • Number of SMEs etc. supported • Amount of inward investment achieved
Helping residents to get good quality jobs and ensuring we have the workforce of the future	<ul style="list-style-type: none"> • Creating new jobs within the local economy • Providing apprenticeships or work experience placements • Supporting young people to develop their skills (e.g. by providing training courses, mentoring, career guidance, talks, mock interviews, advice on CVs, etc.) • Offering curriculum support to schools • Providing training courses or workshops to improve digital literacy 	<ul style="list-style-type: none"> • Number of jobs created • Number of apprenticeships or work experience placements provided • Number of young people supported • Number of schools engaged with and / or time committed • Number of digital literacy courses offered / reach of course
Promoting equity and financial inclusion	<ul style="list-style-type: none"> • Paying the Foundation Living Wage • Providing specific employment support to vulnerable or underrepresented groups, such as the long-term unemployed, ex-offenders, or individuals with disabilities 	<ul style="list-style-type: none"> • Number of vulnerable individuals receiving support • % increase in pay for lowest paid staff or reduction in the pay gap between lowest and highest paid

ANNEX 1

	<ul style="list-style-type: none"> • Targeting recruitment of the one or more of the above groups • Increasing the rate of pay for lowest-paid staff by adoption of the Foundation Living Wage • Supporting staff with additional needs by permitting flexible working • Working with schools to support children at risk of poor educational attainment or becoming NEET (not in education, employment or training), such as those in care • Providing guaranteed interview schemes for the unemployed 	<p>staff members</p> <ul style="list-style-type: none"> • Number of staff with additional needs supported • Number of children engaged with
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Relevant One Planet Principles: Decent standard of living, Education & Opportunity, Fairness & Inclusion, Sustainable Food and Materials

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3) Healthy Environment

Objective	Examples of social value	Example outcome measures
Minimising waste, water usage and energy consumption	<ul style="list-style-type: none"> • Reducing waste sent to landfill* • Maximising % of waste recycled* • Maximising use of renewable and/or low-carbon energy sources * • Supporting local sustainable transport initiatives • Minimising distance travelled to access services • Supporting or delivering environmental education campaigns • Maximising use of sustainable materials <p>*should be considered in relation to the entire supply chain</p>	<ul style="list-style-type: none"> • Reduction in waste sent to landfill by X% (compared to previous contract) • % of waste recycled • % reduction in energy usage (compared to previous contract) • % of energy from a renewable source • % of service users or employees travelling by sustainable modes of transport • Number / reach of environmental campaigns
Protecting and enhancing the natural environment	<ul style="list-style-type: none"> • Providing additional open space • Significant investment in trees and landscaping • Minimising the impact on air quality • Minimising noise pollution 	<ul style="list-style-type: none"> • Amount of open space provided • Spend on trees / landscaping • Reduction in noise or air pollution compared to previous contract
Supporting local and sustainable food suppliers	<ul style="list-style-type: none"> • Maximising the use of locally-sourced, sustainable and / or fair-trade food • Reducing food miles (field to fork) through the use of local suppliers 	<ul style="list-style-type: none"> • % of food products that are locally-sourced, sustainable and / or fair-trade

Relevant One Planet Principles: Zero Carbon and Sustainable Transport, Zero Waste, Land Use and Wildlife, Sustainable Food, Water and Materials

Why have we developed a social value policy?

- To maximise the value we obtain from public spending
- To reduce demand on services, by encouraging suppliers to support our strategic priorities
- To meet our legal obligations
- To help support local businesses and the voluntary sector
- To enable us to deliver social value in a manner that is consistent and measurable

What will success look like?

- An increase in the number of procurements that include social value in their specification and bid evaluation
- Social value is discussed at all meet the buyer events and throughout the pre-procurement stage
- Managers, members and suppliers are aware of what social value means and how they can help deliver it

How will we incorporate social value into the procurement process?

Separate guidance will be developed to ensure that social value is fully embedded into procurement processes. Ongoing support and training will be provided for managers and members. We will engage with suppliers, partners and other stakeholders to ensure they are fully aware of what social value means and how they can contribute. Additional guidance and support will be offered to SME's and voluntary sector organisations.

When should the policy be applied?

The policy should be considered when buying goods or services over the value of £100K. The degree of consideration should be proportionate to the value of the contract. At least 10% of bid scoring should be allocated to social value. An exception must be sought if this is to be waived.

How has the policy been developed?

The priorities set out in this social value policy reflect the principles underpinning One Planet Council and One Planet York. Both initiatives seeks to mobilise the city towards a more sustainable, resilient and collaborative future, with a vibrant and inclusive economy, strong community and healthy environment. One Planet Council addresses this from our own internal organisational perspective, whilst One Planet York is externally-focused and concerned with mobilising the city. At the centre of the two initiatives are ten key sustainability principles:

The ten principles are:

- Decent standard of living

ANNEX 1

- Education and opportunity
- Fairness and inclusion
- Health and wellbeing
- Strong resilient community
- A city working together
- Zero carbon and sustainable transport
- Zero waste
- Land use and wildlife
- Sustainable food, water and materials

The policy promotes the council values of working together to improve and make a difference.

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**Customer & Corporate Services Scrutiny
Management Committee**

10 September 2018

Report of the Assistant Director – Legal & Governance

Financial Inclusion Scoping Report**Summary**

1. This report provides the Committee with information on the progress made in delivering Financial Inclusion activity across the city to help Members decide whether this is a topic worthy of a scrutiny review.
2. It also highlights specific areas the Committee might want to investigate should Members decide to undertake a scrutiny review.

Review proposal

3. At a meeting of CSMC in June 2018 Cllr Neil Barnes proposed a scrutiny review into Financial Inclusion. This followed a decision session by the Executive Member for Adult Social Care and Health which considered Welfare Benefits Update and Financial Inclusion Outturn Report 2017/18.
4. The Executive Member resolved that the impact of Universal Credit (UC) to date, and the welfare support provided by the council to residents in 2017/18, be noted and that the council continue to work proactively with third sector partners on the wide range of support, early intervention and advice through the activity of the Financial Inclusion Steering Group.
5. Four strands within the Welfare Benefits Update and Financial Inclusion Outturn Report 2017/18 were identified as having the potential for further scrutiny:
 - i. The growing impact of Universal Credit is starting to be felt (and reported by Citizens Advice York). Are processes ready and resilient enough?
 - ii. The low take up of council tax discretionary reduction scheme is a concern. How is this being advertised / signposted to potential customers?

- iii. There is an increased demand on discretionary housing payments.
- iv. The various activities initiatives aimed at addressing the cause of financial inclusion being funded by Financial Inclusion Steering Group. How are these awarded and how are we measuring the benefits?

General Background

Financial Inclusion

- 6. The council provides a broad range of support to welfare benefit customers through the York Financial Assistance Scheme (YFAS), Council Tax Support (CTS) and Discretionary Housing Payments (DHP). In addition the council provides digital support and personal budgetary advice in respect of Universal Credit (UC) claimants.
- 7. The council also has welfare benefit advisors at West Offices who provide support to all residents, in their homes, at York District Hospital and in the Budgeting Cafes at Sanderson Court & Foxwood Community centre. Welfare Benefit customers in receipt of CTS benefit from a lighter touch recovery process that does not include the use of Enforcement Agents (bailiffs) and minimum court costs to apply for liability orders.
- 8. All customers including welfare benefit customers have the opportunity to arrange their own payment arrangements digitally without having to talk to council officers.

Background to the specific areas of the review

Impact of Universal Credit

- 9. The initial rollout of 'live' UC services in York occurred in February 2015. This had little additional impact on the demand for welfare support provision as the initial 'live' service only affected single people.
- 10. The rollout of the UC 'Full Service' in York started in September 2017 affecting all working age customers with some exemptions (e.g. customers in 'exempt' accommodation, families with more than 3 children). Pension age residents are not affected by UC. At this time only new welfare benefit claimants and some existing Housing Benefit (HB) customers with certain prescribed change of circumstances are claiming Full Service UC.

11. The gradual transition of customers to UC along with buoyant employment levels in York has meant that any detrimental impact on residents has been slow in materialising in respect of our welfare benefit support. However, CAY and other agencies are reporting an increase in queries relating to UC.

Third Sector Partners

12. Citizens Advice York and other agencies are seeing an increase in queries relating to UC. From their experience there are many residents who need help navigating the system, for instance:
 - knowing who should claim UC, some people are incorrectly being told they should claim UC instead of other benefits such as contributory benefits e.g. job seekers (contribution based) or employment support allowance (contribution based);
 - knowing when to claim, if people claim UC before receiving their final pay from a previous employer this is taken as income during their assessment period and deducted from their UC payment;
 - knowing what's included in UC and what isn't, making sure people include their housing costs in their UC claim and making a separate application to the council for Council Tax Support;
 - knowing how much they should receive and when; there have been a number of errors where additional elements have not been included in UC awards.
13. Currently agencies are seeing people who are very worried about changes in their circumstances and the impacts of UC on them and their families. The food bank statistics also show a 49.4% increase in demand from those customers moving to UC from April 2017 to March 2018.

Council Tax Support

14. The 'council tax discretionary reduction scheme' (managed and funded under the York Financial Assistance Scheme (YFAS) umbrella) can provide financial help to any council tax payer who find themselves in difficulty with paying their council tax, subject to scheme criteria.
15. Reductions are made on hardship grounds with each application considered on its own individual merits and based on their net council tax liability after any discounts, exemptions, reductions for disabilities or CTS have been applied. The council have worked hard along with CAY to promote this support making it as accessible as possible. The awards for

the last three years show that the value is continuing to fall despite this work:

- 2015/16 - £26,745
- 2016/17 - £23,957
- 2017/18 - £18,557

Discretionary Housing Payments (DHP)

16. Tenants on Housing Benefit (HB) or receiving the housing element of UC can claim DHP from the council if the amount they get is less than their rent and they are struggling to pay their landlord the difference. It is largely intended to be a short term award.
17. The council receives a direct grant from the Department for Works and Pensions (DWP) to fund DHP payments and this can be increased from local resources up to a maximum of 2.5 times the DWP grant. In 2017/18 the council made 543 awards totalling £206,798 which was within the DWP grant of £256,596. This was an increased spend compared to 2016/17 where a total of £180,842 was awarded to 512 residents.

Financial Inclusion Steering Group

18. York's Financial Inclusion Steering Group (FISG) comprising Council directorate representatives, Citizens' Advice York (CAY), Advice York (AY), South Yorkshire Credit Union (SYCU) and the Executive Member for Adult Social Care and Health, was set up in January 2013 with the aim of addressing the root cause of financial inequality. The group's purpose is:

'To ensure that local people have the knowledge of and access to appropriate services, allowing them to make more informed choices to achieve and maintain financial stability'
19. The FISG is responsible for overseeing the delivery of financial inclusion work including the allocation of funds to projects delivered by partners that meet the group's objectives (see paragraph 8). It has an agreed and ongoing base budget of £100k per year from 2017/18. In February 2017 Council agreed an additional £50k per year for 2017/18 & 2018/19 to be allocated to projects and a further £25k per year to fund specific debt advice related support work across the same two year period.
20. The group aims to:

- Ensure that residents have the knowledge to manage their finances effectively
- Better coordination of advice services across the city
- Advice givers and those 'sign posting' better understand the welfare benefits system
- Explore opportunities to reduce general living expenses.

21. To target resources effectively to those who most need support, bids are invited from partners for projects that promote financial inclusion. These are subject to panel selection at which bidders make a presentation on their proposals. Rigorous selection is made against a range of criteria.

Consultation

22. There was no consultation involved in the preparation of this report.

Proposed remit

23. Aim:

To understand the impact of Universal Credit on the citizens of York and the activities being run to promote Financial Inclusion.

24. Objectives:

- i. To ensure processes are ready and resilient enough to deal with the growing impact of Universal Credit;
- ii. To examine the low take up of the Council Tax Discretionary Reduction Scheme and how this is being signposted to potential customers;
- iii. To determine the drivers behind the increased demand on Discretionary Housing Payments and what? Look at whether Financial Inclusion activities and resources can mitigate any causes? ;
- iv. To understand how the various initiatives aimed at addressing the cause of financial inclusion funded by the Financial Inclusion Steering Group are awarded and measured.

Options

25. Members can agree to undertake a scrutiny review into Financial inclusion and appoint a Task Group to undertake a scrutiny review on the Committee's behalf, or not.

Analysis

26. There is no further analysis other than the information in this report and the background papers.

Council Plan

27. This report is linked to 'a prosperous city for all' priority in the Council Plan.

Implications

28. There are no implications arising from the recommendations in this report.

Risk Management

29. There are no risks attached by the recommendations in this report.

Recommendations

30. Members are asked to
 - i. Agree to undertake a scrutiny review into Financial Inclusion and appoint a Task Group to undertake this scrutiny review on the Committee's behalf or;
 - ii. Agree not to undertake a scrutiny review into Financial Inclusion but request regular update reports on Financial Inclusion be received by the full Committee

Reason: To comply with scrutiny protocols and procedures.

Contact Details

Author:

Steve Entwistle
Scrutiny Officer
Tel: (01904) 554279
steven.entwistle@york.gov.uk

Chief Officer Responsible for the report:

Andrew Docherty
Assistant Director – Legal & Governance
Tel: (01904) 551004

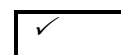
Report Approved



Date 9/08/2018

Wards Affected:

All



For further information please contact the author of the report

Background Papers:

Decision Session – Executive Member for Adult Social Care and Health Welfare Benefit Update and Financial Inclusion Out-turn Report 2017/18
<http://modgov.york.gov.uk/ieListDocuments.aspx?CId=740&MIId=10806&Ver=4>

National Audit Office Report – Rolling out Universal Credit
<https://www.nao.org.uk/report/rolling-out-universal-credit/>

Abbreviations

AY – Advice York
CAY – York Citizen’s Advice York
CFS – Community Furniture Store
CTS – Council Tax Support
CYC – City of York Council
DHP – Discretionary Housing Payment
DWP – Department for Works and Pensions
GP – General Practitioner
FISG – Financial Inclusion Steering Group
HRA – Housing Revenue Account
SYCU – South Yorkshire Credit Union
TLP Trusted Landlord Portal
UC – Universal Credit
YFAS – York Financial Assistance Scheme

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**Customer & Corporate Services Scrutiny
Management Committee**

10 September 2018

Report of the Assistant Director of Legal and Governance

Scrutiny Operations and Functions Review - Update Report**Summary**

1. This report presents the Customer and Corporate Services Scrutiny Management Committee with the remit proposed by the CSMC Task Group appointed to review the Council's Scrutiny operations and functions.

Background

2. In June 2018, CSMC agreed to create a Task Group, comprising Councillors Williams, Galvin, Reid and D'Agorne, to review how the Council's scrutiny function moves forward for the next administration and to address the remit and increased workload of the Health, Housing and Adult Social Care Policy and Scrutiny Committee.
3. In August 2018, the Task Group met for the first time to discuss a potential remit for the review and proposed the aim and objectives below, subject to the committee's approval.

Proposed Remit

4. Aim: To propose operational arrangements and a structure for scrutiny to improve engagement and outcomes, ensuring that the function is as effective as possible.
5. Objectives:

Structure

- To address the balance of committee workloads
- To evaluate the current functions of Scrutiny Committees, including pre and post decision call-in, overview and the performance management role

Engagement

- To assess the current level of officer and member engagement and explore ways to improve it
- To explore ways to establish robust and measurable work planning

Training

- To assess the need for member training and on-going development on scrutiny topics

Options

6. Having considered the information in this report Members can:
- a. Agree the remit as proposed or
 - b. Suggest any additions or alterations that may further enhance the review.

Recommendations

7. Members are asked to:
- a. Agree the remit as proposed
 - b. Agree a timeframe for the review

Contact Details

Author:
Dawn Steel
Head of Civic and Democratic
Services
Tel: (01904) 551030

**Chief Officers Responsible for the
report:**
Andy Docherty , Assistant Director
Legal and Governance

Report **Date** 29/08/18
Approved

Specialist Implications Officer(s) None

Wards Affected:
For further information please contact the author of the
report

All

Customer and Corporate Services Scrutiny Management Committee

Work Plan 2018-19

<p>11 June 2018 @ 5.30pm</p>	<ol style="list-style-type: none"> 1. Attendance of the Executive Leader (Finance and Performance) – Priorities & Challenges for 2018-19 2. Schedule of Petitions 3. Update Report on Ways of Working in Scrutiny and Effectiveness of Scrutiny 4. Six-monthly Review of One Planet York Strategy 5. Overview Report on Corporate Approach to Social Values 6. Draft Annual Scrutiny Report 7. Draft Work Plan 2018-19 including potential scrutiny topics
<p>9 July 2018 @ 5.30pm</p>	<ol style="list-style-type: none"> 1. Update Report on Attendance and Wellbeing Project (Sickness Absence) 2. Implementation Update from Electoral Arrangements Scrutiny Review 3. Update Report on Delivery of ICT Strategy 4. Year End Finance and Performance Monitoring Report 5. Work Plan 2018-19
<p>10 Sept 2018 @ 5.30pm</p>	<ol style="list-style-type: none"> 1. Schedule of Petitions 2. 1st Qtr Finance and Performance Monitoring Report 3. Pre-decision Report on CYC Social Value Policy 4. Annual Review of Complaints 5. Scoping Report on Financial Inclusion 6. Scrutiny Operations and Functions Scrutiny Review Update report 7. Work Plan 2018-19
<p>12 Nov 2018 @ 5.30pm</p>	<ol style="list-style-type: none"> 1. Schedule of Petitions 2. Update Report on Section 106 Agreements 3. Work Plan 2018-19

14 Jan 2019 @ 5.30pm	<ol style="list-style-type: none">1. Schedule of Petitions2. 2nd Qtr Finance and Performance Monitoring report3. Update Report on Attendance and Wellbeing Project (sickness absence)4. Work Plan 2018-19
11 March @ 5.30pm	<ol style="list-style-type: none">1. Schedule of Petitions2. Work Plan 2018-19