



Agenda

To all Members of the

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Notice is given that a Meeting of the above Committee is to be held as follows:

Venue: Virtual meeting through Microsoft Teams

Date: Thursday, 8th October, 2020

Time: 10.00 am

The meeting will be held remotely via Microsoft Teams. Members and Officers will be advised on the process to follow to attend the Overview Scrutiny Management Committee meeting. Any members of the public or Press wishing to attend the meeting by teleconference should contact Governance Services on 01302 735682 or 734941 for further details.

BROADCASTING NOTICE This meeting is being recorded for subsequent broadcast via the Council's web site. The Council is a Data Controller under the Data Protection Act and images collected during this recording will be retained in accordance with the Council's published policy. Please be aware that by entering the meeting, you accept that you may be recorded and the recording used for the purpose set out above.

ITEMS:

1. Apologies for absence.
2. To consider the extent, if any, to which the public and press are to be excluded from the meeting.

Damian Allen
Chief Executive

Issued on: Wednesday 30th September, 2020

Governance Officer for this meeting

Caroline Martin
Tel. 01302 7356824941

3. Declarations of Interest, if any.
4. Public Statements.

[A period not exceeding 20 minutes for statements from up to 5 members of the public on matters within the Committee's remit, proposing action(s) which may be considered or contribute towards the future development of the Committee's work programme].

A. Reports where the public and press may not be excluded.

5. Complaints and Compliments Annual Report 2019/20 (*Pages 1 - 36*)
6. Overview and Scrutiny Work Plan and Council's Forward Plan of Key Decisions (*Pages 37 - 48*)

MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Chair –Councillor Jane Kidd
Vice-Chair –Councillor John Healy

Councillors Bev Chapman, Neil Gethin, Mark Houlbrook, Richard A Jones, Majid Khan and Andrea Robinson

Invitees:

Paul O'Brien, GMB

Education Co-optees*

John Hoare
Bernadette Nesbitt

*Education Co-optees are invited to attend the meeting and vote on any Education functions which are the responsibility of the Authority's Executive. They may also participate in but not vote on other issues relating to Children and Young People.



Doncaster Council

Report

Date: 8th October 2020

To the Overview & Scrutiny Management Committee

Complaints and Compliments Annual Report 2019/20

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Jane Nightingale		No

EXECUTIVE SUMMARY

1. The purpose of this report is to summarise complaints and compliment information relating to 2019/20 for Doncaster Council and partners. This includes the Council, Doncaster Children's Services Trust (DCST), St Leger Homes of Doncaster (SLHD) and Doncaster Culture and Leisure Trust (DCLT). It also seeks to identify the key areas that are the subject of complaints and what measures have been taken to improve as a result of that feedback where required. It also provides a view of improvement from the Council's Customer Service Team who listen to thousands of customers direct every week and reports the current position with regard to the Unreasonable Behaviour Policy introduced last year. **Appendix 1** now includes a consolidated report and **Appendix 2** includes a copy of the Local Government & Social care Ombudsman (LGSCO) Annual Letter to Doncaster Council published in July relating to performance in 19/20.
2. Overall analysis evidences that the number of complaints have reduced, the number of investigations by the LGSCO have reduced and we have learned significantly throughout the year as detailed in the annual report. The key improvements resulting from the feedback in 19/20 are:
 - Doncaster Council
 - Social Care Assessments - Increased communication with customers, clearer explanations of timescales and priority statuses. An internal complaint prevention group has been established.

- Safeguarding communication concerns - Increased contact with individuals who raise safeguarding concerns. Ensured that learning needs of providers are proactively identified by DMBC to prevent similar situations occurring in the future.
- Reporting missed waste collections online - Improvements made to the website to make it easier to report missed waste collections.
- School transport change concerns from parents - The new providers received training on how to manage children with additional needs and were given improved instructions relating to pick up and drop off times.

Doncaster Children's Services Trust

- Complainants have felt that reports were biased against them or information within them was inaccurate - Guidance was given to complainants on how to address the issue of incorrect third party information when this had been provided by another professional/agency.
- The individual style of how social workers practice has resulted in some complaints. This has been evident when the complainant has compared how previous social workers have been with the family. This has been fed back to the social workers so they can be mindful of this in future.

St Leger Homes of Doncaster

- Boilers leaking causing damage to property walls – process changed for fitting condensate pumps.
- Reviewed and amended parts of bereavement process, taken on board all feedback from tenants and delivered training to all staff on the new process.

Doncaster Culture and Leisure Trust

- Numerous complaints submitted relating to cleanliness issues at the Dome - improved cleaning schedules.
- Complaints around high temperatures in the gym changing rooms at the Dome - Installation of improved air-conditioning and airflow system to improve the environment in that space.

EXEMPT REPORT

3. N/A

RECOMMENDATIONS

4. This report recommends:

- Consideration and comment on the complaints and compliment report for the period 1st April 2019 to 31st March 2020.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

5. Insight from complaints plays a key role in how we deliver the right outcome to our citizens and in continually improving our service delivery. As well as putting things right for the individual service user, we learn from complaints in order to improve services for the future.

BACKGROUND

6. The aim of complaint procedures is to resolve any dissatisfaction promptly, effectively and transparently and to inform service improvements to prevent service users experiencing the same issues in the future. The Council, DCST, SLHD and DCLT all have complaint policies and procedures. They also have officers who are responsible for ensuring the complaint and compliment processes are followed and are available to support customers and staff to ensure that making a complaint is as easy as possible for all concerned. These officers also ensure we respond to enquiries and investigations from the local Government and Social Care Ombudsman (LGSCO).
7. The Local Government and Social Care Ombudsman (LGSCO) publish an annual review letter every year, which details the complaints that they have received for each authority. During 2019/20 across DMBC, SLHD and DCST the LGSCO received 61 applications, the majority of which were either premature as the internal complaints procedure had not been completed or cases where the LGSCO decided not to investigate the matter further. The LGSCO carried out detailed investigations on nine applications, seven were upheld in the customers favour and two were not upheld. When comparing the number of decisions following investigations by the LGSCO to last year's statistics, the number of investigations have reduced by 50%. Throughout the year we have been ensuring that, any Stage 1 or Stage 2 investigations that were carried out within the internal complaint procedure had addressed all the customers concerns before the response was sent to the customer. This ensures that if a customer chooses to seek independent advice, we have done all we can to improve. In 100% of cases the LGSCO were satisfied that either DMBC, DCST or SLHD had successfully implemented their recommendations when a complaint was upheld.
8. **Summary of Complaints and Compliment Information**

Area	Volume of Complaints Received in 2019/20
Doncaster Council	620
Doncaster Children's Services Trust	134
St Leger Homes of Doncaster	832
Doncaster Culture and Leisure Trust	966
Total	2552

How complaints were received in 2019/20

Access Channel	DMBC	DCST	DCLT	SLH
Website / Online	79.0%	6.0%	47%	3.0%
Telephone	18.0%	36.0%	23%	55.0%
Email / Letter	2.0%	39.0%	24%	34.0%
Face to Face	1.0%	3.0%	1%	8.0%
Other / 3rd Party Enquiry	0.0%	16.0%	5%	0.0%

Number of complaints received and outcomes of complaint investigations.

Areas	No. of Stage 1 Complaints Received	Upheld/Partly Upheld	Not Upheld
DMBC	620	60%	40%
DCST	134	40%	60%
SLHD	832	28%	72%

*DCLT does not capture this information.

Compliments

Areas	No of Compliments Received	Top Area
DMBC	346	Waste & Recycling
DCST	243	Placements
SLHD	203	Property Services
DCLT	57	The Dome

9. The key priorities for the staff who co-ordinate this feedback will be to continue to provide an expert service in complaint handling, promoting the sharing of good practice as well as poor practice so that lessons can be learned. There will also be a focus on reducing complaints through service improvements, which in turn should reduce the number of complaints being upheld or partially upheld.

OPTIONS CONSIDERED

10. There are no options to consider in this particular report. The main objective is to communicate the 2019/2020 complaint and compliment information for Doncaster Council and its partners.

REASONS FOR RECOMMENDED OPTION

11.N/A

IMPACT ON THE COUNCIL'S KEY OUTCOMES

12.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	

	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes. 	
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	<p>Complaints and Compliments both provide valuable customer feedback to put any failure right, implement the resulting improvement and to celebrate an outstanding quality of service. This applies to all services involved in delivering all out priorities.</p>

RISKS AND ASSUMPTIONS

13. If we fail to learn lessons and effectively analyse the information we receive through our complaints to inform improved service delivery, the following could occur:
- Doncaster residents may not receive the standard of service delivery they expect and deserve; and
 - An increased risk of maladministration.

LEGAL IMPLICATIONS [HMP 17/07/2020]

14. The Council has a number of legal duties in relation to complaints, particularly in relation to Local Government Ombudsman findings. The Monitoring Officer has detailed duties in relation to findings of maladministration. The Council also has a specific duty set out in law to publish an annual report of complaints made in relation to Children’s Services. Complaints are increasingly seen as a valuable tool to be used by organisations to better understand their services and to ensure that lessons can be learnt from customer complaints, feedback, and services improved.

FINANCIAL IMPLICATIONS [Officer Initials CC Date 17/07/2020]

15. There are no direct financial implications resulting from this report. If service improvements are required, these should be addressed by each service within existing budget levels.

HUMAN RESOURCES IMPLICATIONS [Officer Initials KG Date 17/07/2020]

16. There are no specific HR issues raised in this report.

TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 17/07/2020]

17. There are no technology implications in relation to this report.

HEALTH IMPLICATIONS [Officer Initials SH 20/7/2020]

18. Good governance is important for healthy organisations and for healthy populations. Effective systems to respond to complaints and compliments demonstrate not only a responsive learning culture but also allows specific health issues to be addressed.

EQUALITY IMPLICATIONS [Officer Initials DA Date 10/07/20]

19. Decision makers must consider the Council's duties under the Public Sector Equality Duty at s149 of the Equality Act 2010. The duty requires the Council, when exercising its functions, to have 'due regard' to the need to eliminate discrimination, harassment and victimisation and other conduct prohibited under the act, and to advance equality of opportunity and foster good relations between those who share a 'protected characteristic' and those that do not share that protected characteristic. There are no specific equality implications arising from this report. However, any activities arising from the management of complaints and compliments will need to be the subject of separate 'due regard' assessments.

CONSULTATION

20. This report has been considered by the Chief Executive, Directors and the Executive Board prior to the Overview & Scrutiny Management Committee.

BACKGROUND PAPERS

21. **Appendix 1** – Annual Complaints & Compliments Report
Appendix 2 – Local Government & Social Care Ombudsman Annual Letter

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

(LGSCO)	Local Government and Social Care Ombudsman
(DCST)	Doncaster Children's Services Trust
(SLHD)	St Leger Homes of Doncaster
(DCLT)	Doncaster Culture and Leisure Trust

REPORT AUTHOR & CONTRIBUTORS

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Director of Corporate Resources



**Doncaster
Council**



Complaints and Compliments Annual Report for 2019/20

1. Introduction

The purpose of this report is to summarise complaints and compliment information for 2019/20 for Doncaster Council and partners. This includes the Council, Doncaster Children's Services Trust (DCST), St Leger Homes of Doncaster (SLHD) and Doncaster Culture and Leisure Trust (DCLT).

The aim of complaint procedures is to resolve any dissatisfaction promptly, effectively and transparently and to inform service improvements to prevent service users experiencing the same issues in the future. The Council, DCST, SLHD and DCLT all have complaint policies and procedures. They also have officers who are responsible for ensuring the complaint and compliment processes are followed and are available to support customers and staff to ensure that making a complaint is as easy as possible for all concerned. These officers also ensure we respond to enquiries and investigations from the Local Government and Social Care Ombudsman (LGSCO).

The Council's definition of a complaint is:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action taken by the Council or their staff, which affects a customer or a group of customers”

The aim of the complaint procedure is to resolve any dissatisfaction promptly, effectively and transparently and to assist with service improvements. All councils have a duty to provide available access to residents to report concerns and must investigate and respond within a reasonable and defined timescale.

2. Complaints Procedure

Early Resolution

Complaints that can be fully resolved to the complainant's satisfaction within 3 working days is the Council's preferred method of dealing with complaints. We aim to deal with the majority of complaints by early resolution. However, the Council will need to deal with some complaints through a formal investigation approach due to their complexity.

Stage 1 – Local Resolution

At this stage, a senior officer within the service area will investigate the complaint and send a full response to the complainant within 10 working days. In the event a complaint cannot be responded to in full by this time then the customer must be updated and an extension recorded with a new due date. Any extensions agreed should be shared with the Customer Experience team who will be monitoring the progress of each complaint.

Escalated Complaint Investigation

A complainant can request an escalated complaint investigation if they are unhappy with the outcome of the Stage 1 response. The Customer Experience team will review whether there has been any additional information provided by the complainant that

would warrant a further review. An independent senior officer would conduct the investigation. Their role is to ensure that a thorough investigation is carried out and a full response provided to the complainant within 20 working days (or a pre agreed timescale) of their latest communication. The Escalated investigation is the end of the Council's complaints procedure, there is no further right to appeal to the Council following the final response.

DMBC, DCST and SLHD all use the same procedure. DCLT aim to answer in full within 7 working days with no second stage. DCST also have a statutory procedure for their statutory complaints. This procedure is defined in The Children Act 1989 Representations Procedure (England) Regulations 2006.

Local Government Social Care Ombudsman

Following a full investigation, a complainant can approach the Local Government Social Care Ombudsman (LGSCO). The LGSCO will not usually investigate a complaint unless it has been dealt with through the Council's complaint procedure first and exhausted the internal complaints procedure. The option to approach the LGSCO is the third and final stage of the Council's complaints procedure and is the final point of contact to attempt resolution of a complaint.

3. Outcome and Resolution

There are three main categories for classifying the outcome of a complaint, which are as follows:

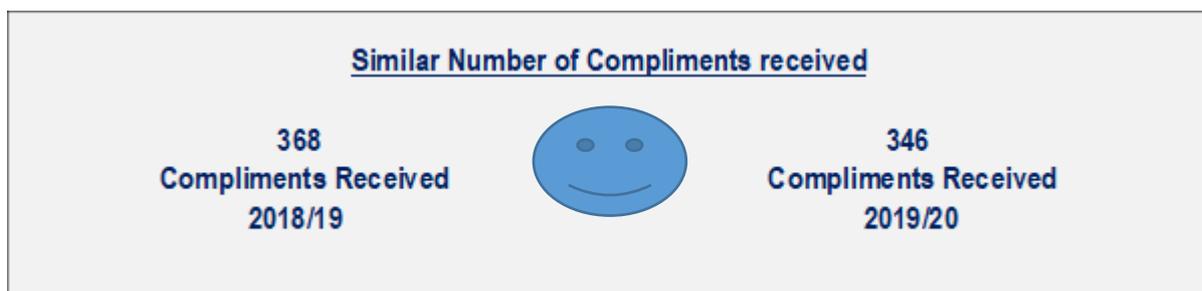
- *Upheld:* This is where we agree with the concerns raised and as a result, have put measures in place to improve service delivery going forward.
- *Partially Upheld:* We agree with some of the issues identified but not all.
- *Not Upheld:* There has been no evidence found to support the allegations of concern.

In cases where a complaint is upheld or partially upheld, an apology is always given for the faults that have occurred. In some instances, the investigator of the complaint may recommend that training be carried out for relevant staff members to ensure any knowledge gaps are addressed.

There may also be instances whereby complainants are offered a gesture of goodwill for time and trouble in making their complaint. This can be monetary or an appropriate gift. In most cases where a fault has been identified and a recommendation made, the Customer Experience Officer will monitor this to ensure any agreed action is taken.

4. Council Key Headlines 2019/20





5. Citizen Access Channels

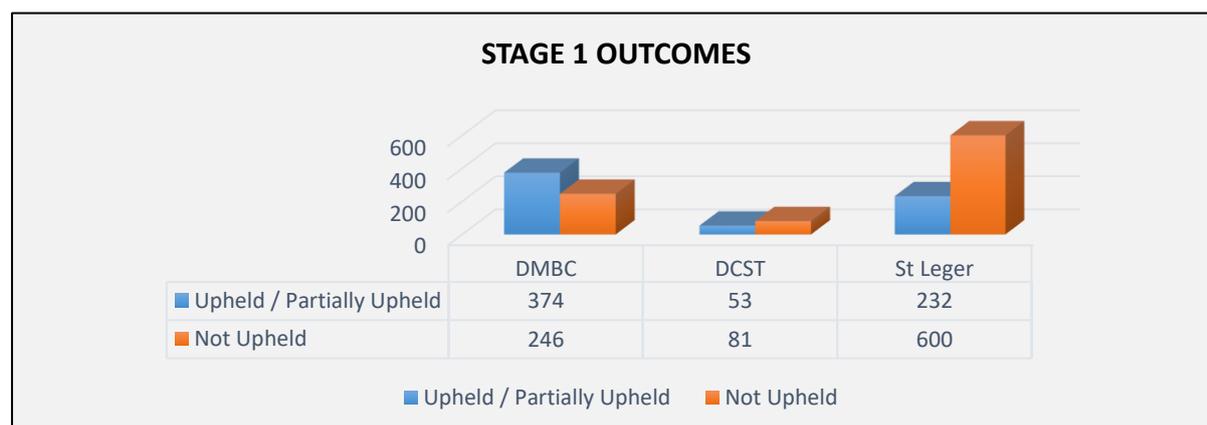
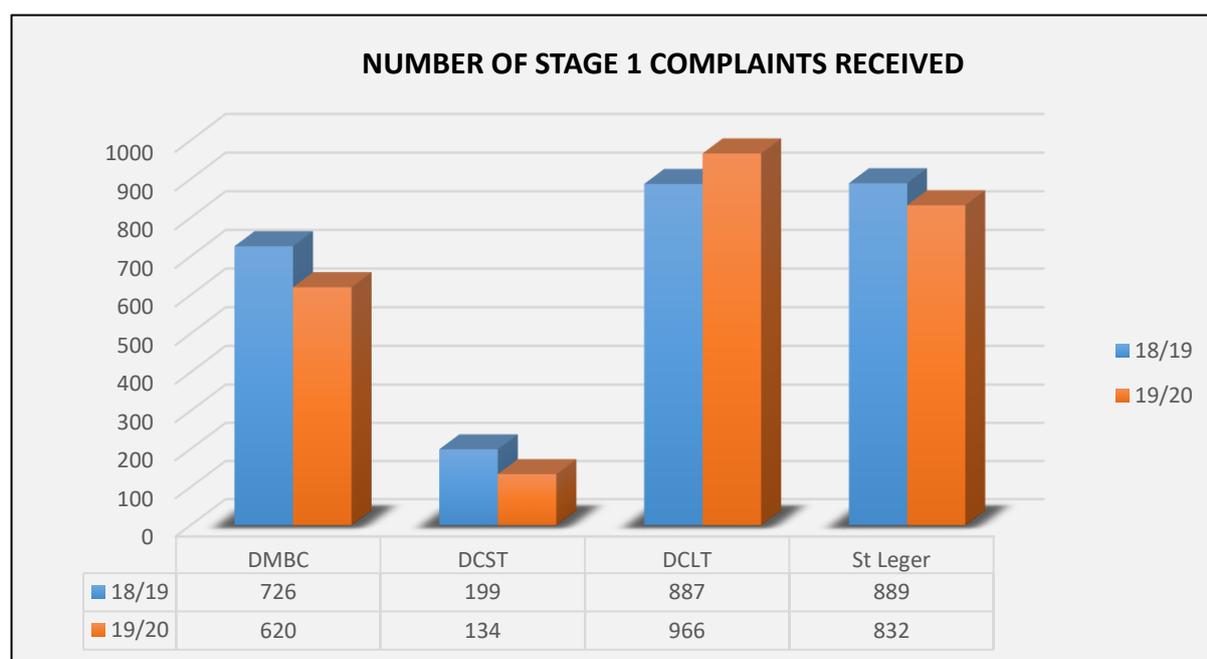
The following access channels were used by Doncaster people to log complaints across each of the organisations. On-line is the most efficient and least costly both for the organisation and the citizen.

ACCESS CHANNELS	DMBC	DCST	DCLT	SLH
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Website / Online	79.0%	6.0%	47%	3.0%
Email / Letter	2.0%	39.0%	24%	34.0%
Telephone	18.0%	36.0%	23%	55.0%
Face to Face	1.0%	3.0%	1%	8.0%
Other/3rd Party Enquiry	0.0%	16.0%	5%	0.0%

6. High Level Analysis

Across all the organisations in 2019/20, we saw a reduction in the number of complaints received by a cumulative 149, resulting in 2552 compared to 2701 in the previous year. This would suggest the quality of the service provided and lessons learnt from 2018/19 have positively influenced the impact our services are having on Doncaster people. This does of course include March 20 when the Covid-19 lockdown occurred which may also have had a slight impact.

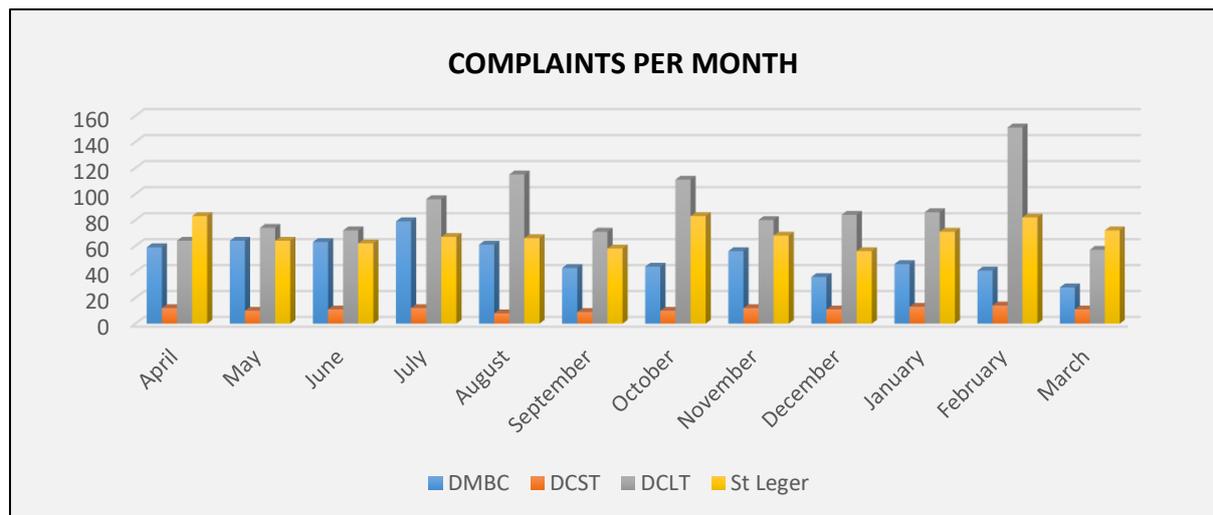


Doncaster Council monthly trends for 2019/20 are comparable to previous years, seeing a slight reduction during the Christmas period. Over the course of the year, there have not been any significant peaks in the number of complaints received. The largest number of complaints was 79 in July, though these were across the authority and not for one particular service area. The lowest being in March with just 28 complaints received, this may be due to the COVID pandemic, as not all attention would have been focused on complaining about council services.

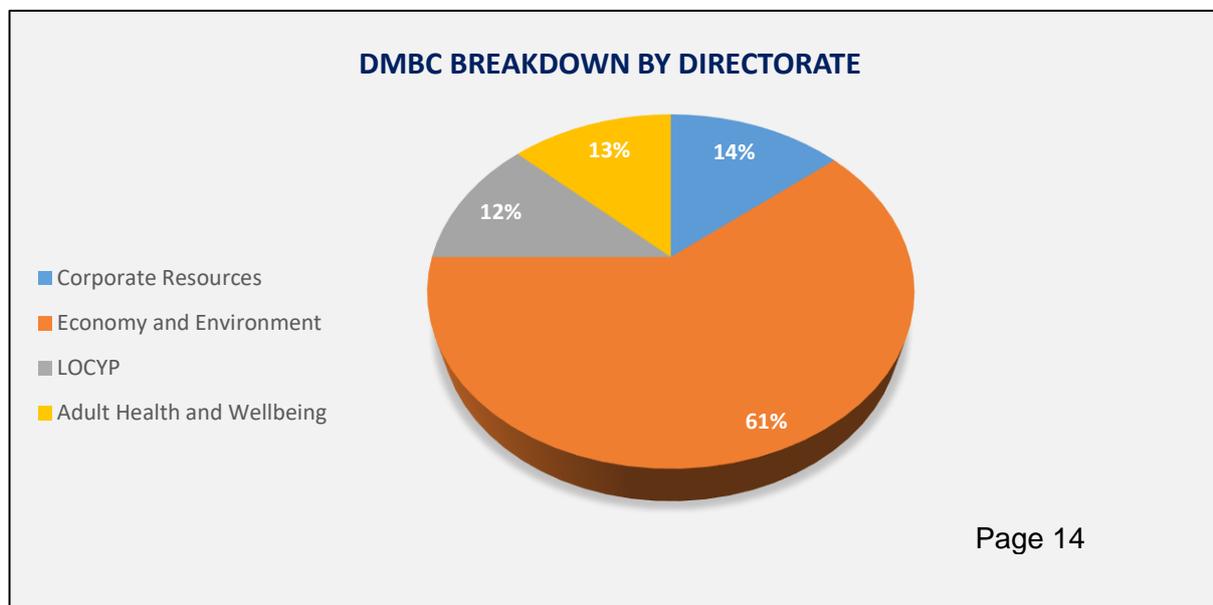
St Leger Homes monthly trends in 2019/20 are comparable to previous years, seeing the majority of complaints raised during quarter 4, where we see weather temperatures drop and we see a rise in complaints about damp to properties. The majority of the complaints are due to lifestyle conditions, not enough heat and ventilation, rather than the properties suffering from rising or penetrating damp.

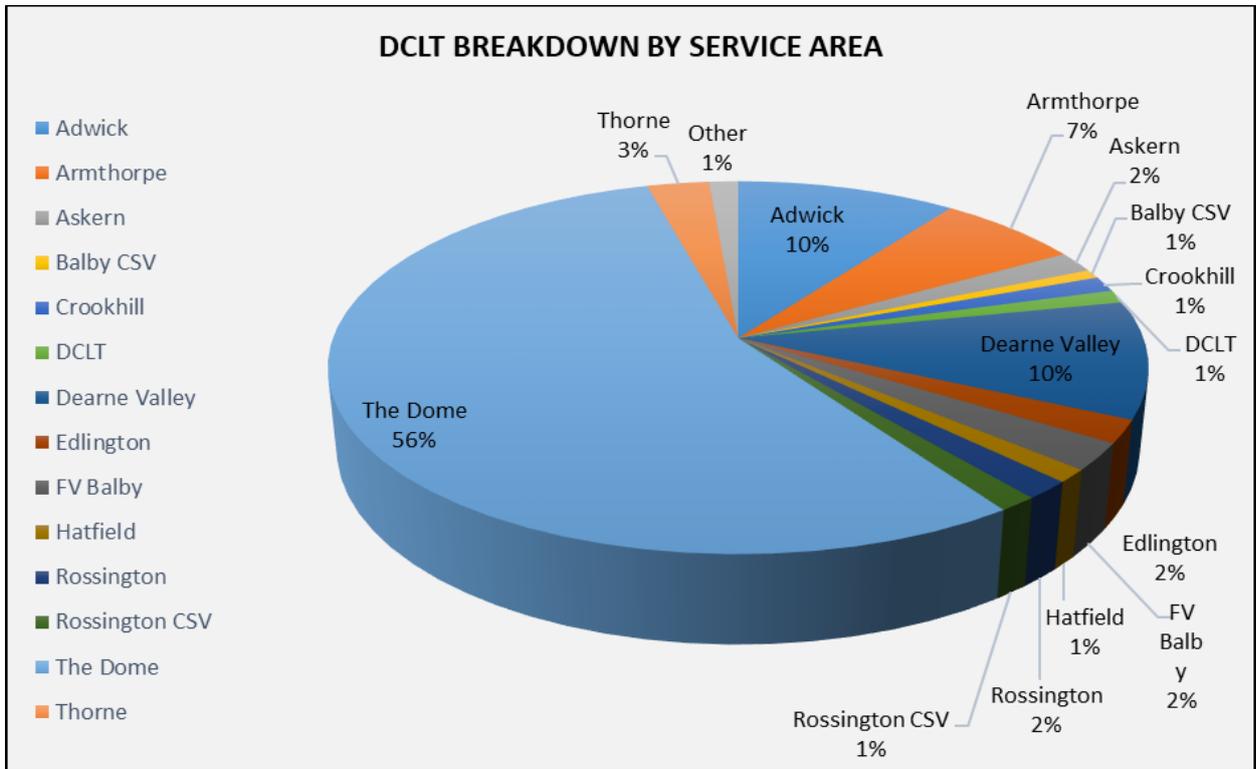
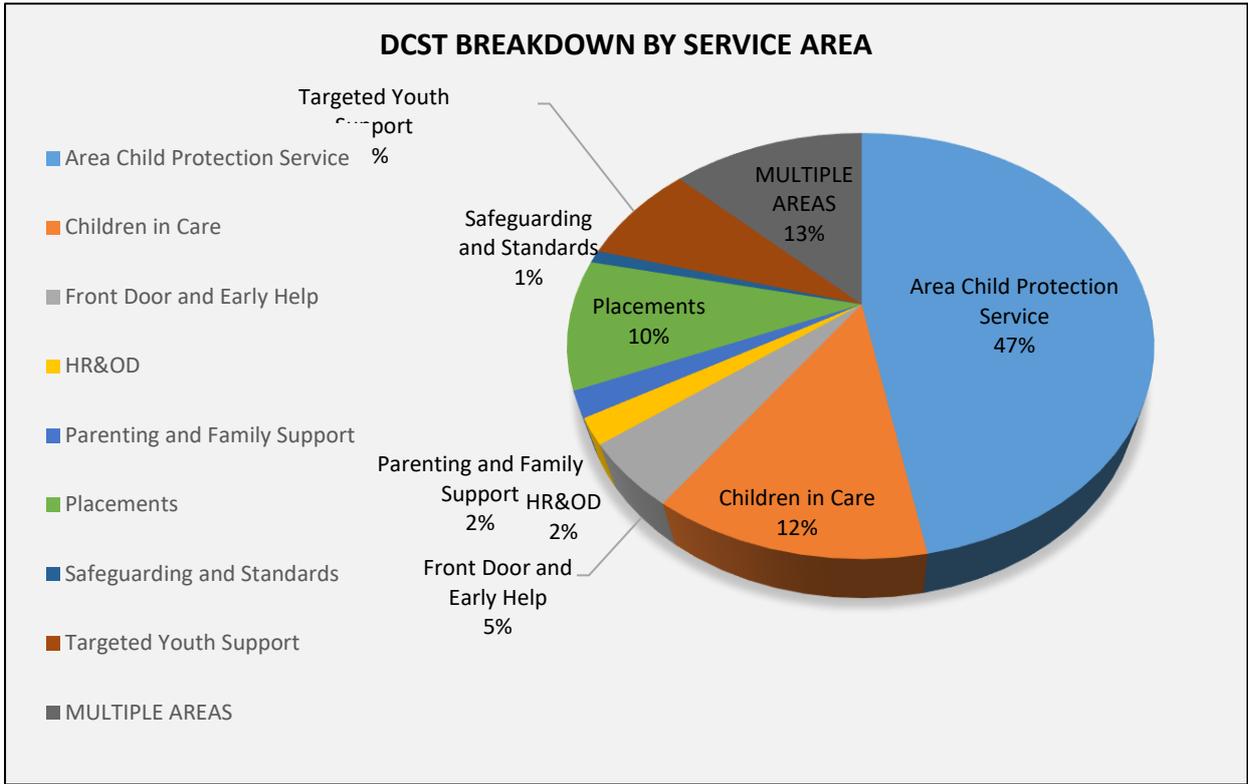
DCLT monthly trends in 2019/20 remain consistent throughout the year with some small peaks, which correlate to increased footfall during school holidays. There was a significant peak in February, which can be attributed to the introduction of a new queuing and entry system to the Swimming Pool at the Dome.

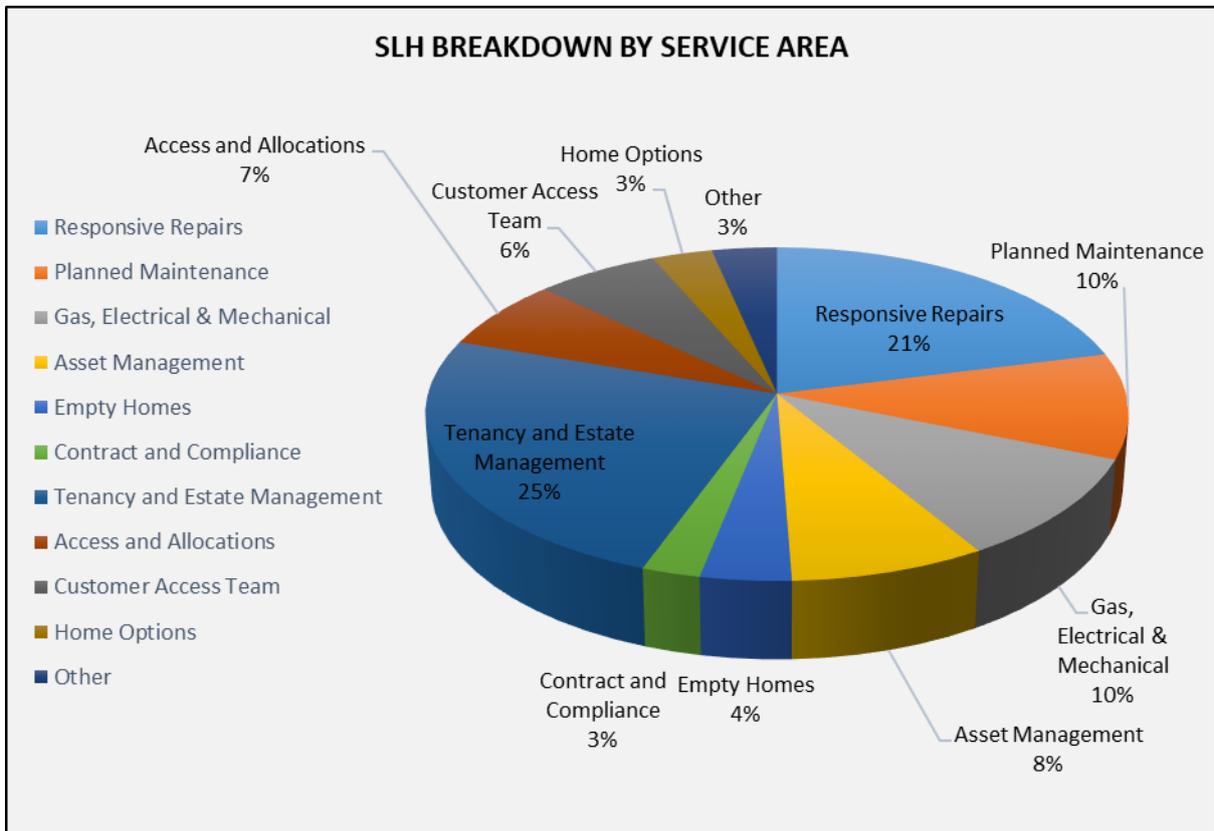
The number of complaints received each month by DCST remained consistent throughout 2019/2020



7. More Detailed Breakdown



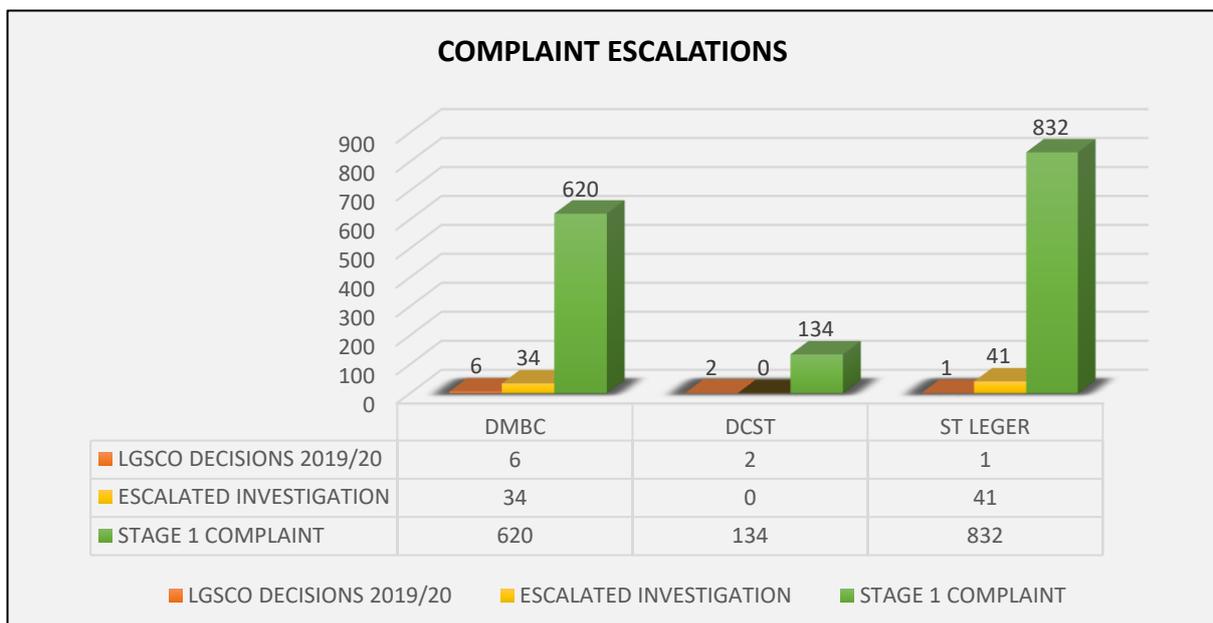




8. Escalated Complaints

Although the majority of all complaints will be investigated and resolved at the first stage of the complaints procedure, if a customer still feels aggrieved or they have additional evidence they wish to provide they can request that their complaint is escalated to Stage 2 of the complaint procedure for DMBC, DCST and SLHD. DCLT currently do not have a Stage 2 within their complaints procedure.

The Stage 2 investigations are carried out internally. If they are still dissatisfied with the response from their Stage 2 investigation, they may then proceed to an independent investigation by the LGSCO. The figures relating to these investigations are as follows.



Local Government & Social Care Ombudsman (LGSCO)

As a final stage to the complaints procedure, complainants have the right to approach the LGSCO following an unsatisfactory Stage 2 response. The LGSCO will direct the customer back to the Local Authority if the complainant has not yet given the Council the opportunity to resolve the complaint through our complaints procedures. The LGSCO may also pass the complaint back to the council if they consider that there is more that could be done to resolve the complaint.

The LGSCO will request necessary information from us for review and then will contact the Council should they decide that the matter falls within their jurisdiction and wish to investigate further. The LGSCO investigate malpractice or poor service and are instructed to comment on or request changes council policies.

The LGSCO publish an annual review letter every year, which details the complaints that they have received for each authority. During 2019/20 across DMBC, SLHD and DCST, the LGSCO received a total of 61 applications, the majority of which either being premature as the internal complaints procedure had not being completed or cases where the LGSCO decided not to investigate the matter further.

The LGSCO carried out detailed investigations on nine applications, seven were upheld in the customers favour and two were not upheld. 78% were upheld compared to an average of 67% in similar authorities. When comparing the number of decisions following investigations by the LGSCO to last year's statistics, we find that the number of investigations had reduced by 50%. Throughout the year we have been ensuring that, any Stage 1 or Stage 2 investigations that were carried out within the internal complaint procedure had addressed all the customers concerns before the response was sent to the customer. This ensures that if a customer chooses to seek independent advice from the LGSCO, DMBC have provided comments on all aspects of the complaint and that the LGSCO should only consider a full investigation if they believe DMBC to have provided incorrect advice or have not recognised any injustice that may have been caused to a customer.

In 100% of cases the LGSCO were satisfied that either DMBC, DSCT or SLH had successfully implemented their recommendations when a complaint was upheld.

Appendix 2 includes the LGSCO Annual Letter relating to Doncaster and shows very good performance in comparison with other local authorities.

9. Lessons Learned and Service Improvements

Doncaster Borough Council

The most positive changes throughout 2019/2020 when comparing complaints to the previous year are in two key areas, these are Waste and Recycling and Planning and Development. These two areas alone have seen a combined reduction of 175 complaints during the last 12 months.

Waste and Recycling

We have seen the number of complaints drop significantly in this area from 296 in 2018/19 to almost half that number, 150 throughout 2019/20. We can attribute this to a number of factors.

The Waste & Recycling information on the council's website has been re-designed so that is much easier for customers to report waste & recycling issues or to request a waste & recycling service online. This has ensured that customers' enquiries are immediately routed to the correct officer, reducing the lead-time for delivering service requests.

The Waste & Recycling Team have been working closely with the Customer Experience Team, introducing a service improvement group to ensure that officers have the appropriate knowledge and skills to resolve customer enquiries at the first point of contact, reducing the number of customers wishing to make a formal complaint.

In previous years there have been significant changes to the Waste & Recycling service such as the introduction of the blue wheelie bins, charging for new and replacement bins and changes to collection rounds, these have been a major concern for some residents. The lack of changes this year has resulted in consistent delivery of the waste & recycling service and resulting reduction in the number of complaints received.

Planning and Development

Over the course of the previous two years, we have seen the number of complaints for Planning and the Planning Enforcement team reduce from 45 complaints during 2018/19, to just 16 complaints in 2019/20.

The Planning team have continued their ongoing commitment to 're-think planning', which is a continuous improvement programme responding to performance information, customer feedback and government changes. The process has recently been more customer focussed, networking and engaging with applicants and developers as well as utilising planning agents and developers who will have key contact in the Planning Services. The planning department also offer a pre-application service where customers can talk to them about proposed schemes prior to submitting a planning application. Improving the first point of contact for customers has been a real focus as well as enhancing their updates and engagement with affected parties throughout the planning process.

More recently the Planning team have expanded this shared improvement strategy across the Sheffield City Region ensuring consistency, value for money services and responding to our customer's needs.

Street Scene

We have seen a slight rise in complaints for Street Scene this year. Street Cleansing and Fly Tipping teams received 39 complaints during the period 2018/19 but saw this increase during 2019/20 year to 55.

During the year, we noted a trend of complaints from residents who were submitting reports to have street cleansing carried out or fly tipping removed. Customers were complaining that their reports were being closed down before the work had been completed. If a customer makes a report on the council's website, these reports are automatically routed directly to the service area to carry out the work. Once the work has been completed, then the report should be closed and the customer can see that their report has been actioned. However, after further investigation it became apparent that officers were closing down reports first and then carrying out the work. Although this worked well for the department, it gave customers the impression that the report had been closed and no work was to be carried out. As a result of these complaints, Street Scene have now changed their process, reports are now only closed once the work has been completed and update notes are now provided for customers on the status of their enquiry.

Following this change in September, we have seen a significant reduction in complaints of this nature.

Adult Social Care

Within Adult Social Care, it became apparent that customers were unhappy with the length of time it was taking to receive an Occupational Therapy Assessment. Due to the number of residents requiring this service the possibility of reducing the timeframe is not always possible, however to improve the customers experience the team have increased communication with these customers to set out clearer expectations with full explanations of timescales and priority statuses. The team have developed a Complaint Prevention Group and regularly meet with the Customer Experience Team to discuss their complaints, any potential concerns and service improvements that they have introduced.

Throughout 2018/19, communication with the Safeguarding team was in some cases causing concerns for our customers. The team have now adapted the process to ensure there is increased contact with individuals who raise safeguarding concerns and ensuring that training needs of providers are proactively identified to prevent similar situations occurring in the future.

Learning & Opportunities for Children and Young People (LOCYP)

LOCYP received an increase in complaints this year after a change in the school transport providers. LOCYP ensured that the new providers received further training on how to manage children with additional needs and were provided with improved instructions relating to pick up and drop off times. Following the implementation of these actions, LOCYP have not received any further complaints relating to these issues.

St Leger Homes

Over the course of the last 12 months, St Leger Homes have identified three key areas which customers were expressing a concern of dissatisfaction about when receiving the service. Once these areas were identified, St Leger Homes were quick to put in

place actions or training to prevent further complaints and increase satisfaction for the customer.

Property Services

A number of customers reported that there was a manufacturing issue with the boiler installed in their property. A number of these appliances had leaked and caused damage to the property walls. Following further investigations, it was determined that the issue was due to the method of installation of the condensate pumps. Once the error had been identified, all appliances were remedied causing no further issues for the tenants.

Access and Allocations

A number of information and training issues were identified primarily the content of letters sent to customers regarding deceased tenants and customers reporting a lack of information received in relation to their housing applications or requests for further information. Both of these issues were addressed by improving the existing processes, creating more ownership for individual case management and ensuring that all staff involved in these areas received full end-to-end training on the new processes.

Tenancy and Estate Management

St Leger Homes have also received requests from tenants that St Leger operatives should be more visible on local estates to try to reduce anti-social behaviour. St Leger Homes have reviewed and updated their Estate Walks programme to ensure resources are targeted where they are most needed based volume of reports in specific areas.

Doncaster Culture and Leisure Trust

Over the course of the last 2 years, DCLT have seen the majority of customer concerns they received relate to the Dome. It was identified that a number of these concerns were in relation to two key areas, which were making the customer experience at this venue unpleasant and uncomfortable. These areas were cleanliness issues and temperatures in the gym changing facilities.

DCLT following the identification of the key areas have changed the cleaning provision and improved the cleaning schedules to ensure this is a task that is completed at intervals that are more regular. They have also completed the installation of an improved air conditioning and airflow system to improve the environment within the changing facilities.

The following 12 months will be a key indicator as to whether these changes have made a positive impact on customers' experiences at the venue.

Doncaster Children's Services Trust

Complaints in relation to this sector touch on a number of different aspects of care.

There have been a number of complaints where customers have felt that reports were biased against them or information within them was inaccurate. DCST provided

guidance to complainants on how to address the issue of incorrect third party information when this had been provided by another professional/agency.

The individual style of how social workers practice has resulted in complaints being received; this has been evident when the customer has compared how previous social workers have interacted with the family. In all cases, the manager has fed back to the relevant social worker the customer's experience so that the social worker can be mindful of this in future.

Parents have complained that social workers have failed to stop contact with the other parent from taking place or decide where a child should live prior to the outcome of an assessment. It has been confirmed in the complaint response that DCST does not make these decisions and parents are advised of their right to exercise their parental responsibility and to seek legal advice in these matters.

10. General Customer Services Contact

As well as complaints, we can also look into what our customer have been telling us either directly on the website or during interactions with the Council's Customer Service Team. This when compared to the previous year is a great indicator of which departments have improved their service and where there is still areas of concern that are affecting our residents.

The key area that we can see have improved and has ultimately generated less customer contact is Waste and Recycling and specifically customer reports of missed waste collections.

Although we can attribute a large proportion of the reduction in customer contact to the implementation of the blue recycling containers in 2018/2019 causing a significant rise in resident concerns, the Waste and Recycling team had also introduced handheld devices for the operators at the beginning of 2018/2019. The introduction of these devices was intended to improve service delivery, which are the results we are seeing this year.

When comparing the previous 2 years' worth of information we can identify that we have received, whether online or through customer services, 7,503 fewer customer contacts due to missed collections.

The total figures for each year are as follows:

2018/2019			
Organic (Green Bin)	Recycling (Blue Bin)	Refuse (Black Bin)	TOTAL
3,178	4,733	5,232	13,143

2019/2020			
Organic (Green Bin)	Recycling (Blue Bin)	Refuse (Black Bin)	TOTAL
1,744	1,543	2,353	5,640

We have also seen a reduction in customer contact in relation to fly tipping; the numbers of these instances being reported have decreased significantly in the space of 2 years. In 2018/2019 DMBC received 12,559 reports of fly tipping in the borough when comparing that to 19/20, we can see this has dropped to 10,626, a reduction of almost 2000 cases.

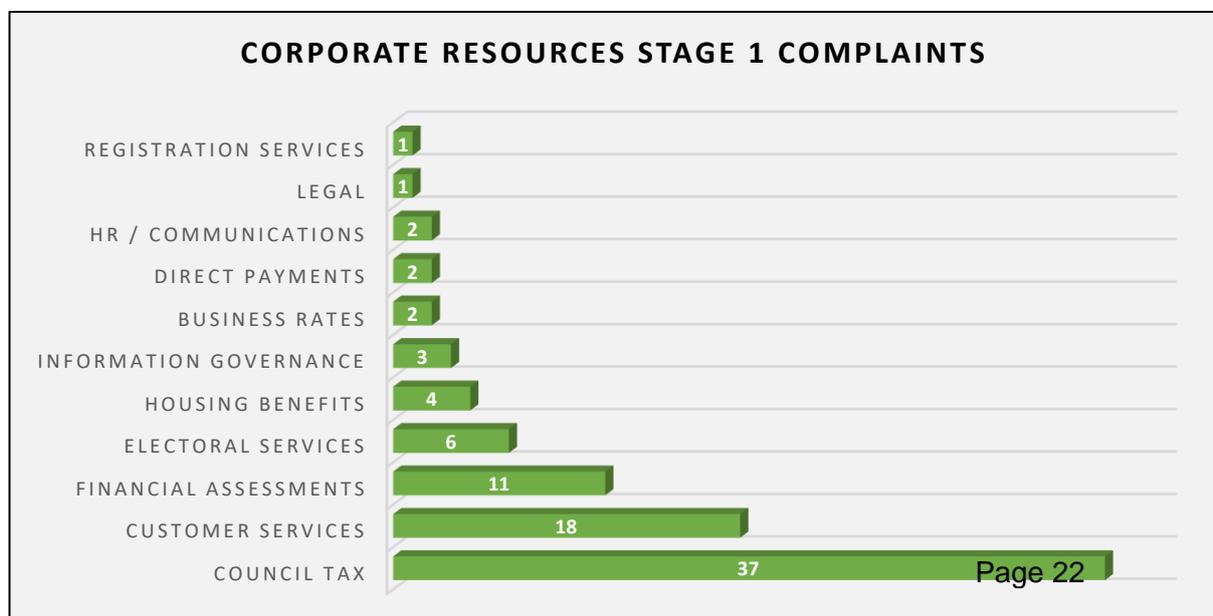
We have however seen an increase in certain areas with the most significant being reports of potholes to the Highways Team. These reports however, coincide, and in the majority attribute to, the large scale flooding which was experienced in Doncaster towards the end of 2019. This water damage is one of the main causes of road deterioration and is a major cause of potholes across the borough. We saw the number of potholes being reported jump from 2012 reports in 2018/19 to 2930 reports in 19/20. Although it is difficult to prevent potholes due to the adverse weather conditions, it is good to see that residents are making Doncaster Council aware of these issues to give us the opportunity to remedy the area before any damage or injury is caused to the public.

11. Doncaster Council by Directorate

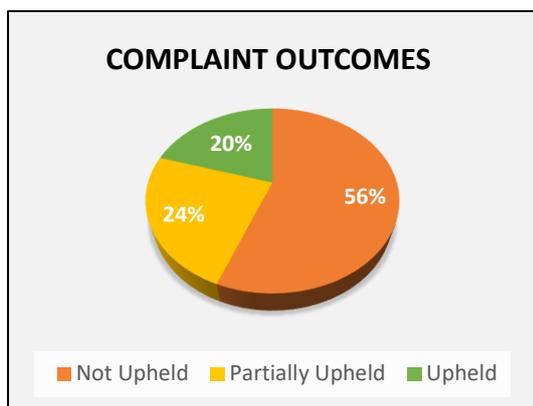
Corporate Resources

Within the Corporate Resources Directorate, the Council Tax department have received the majority of complaints during 19/20. This is to be expected as every household in Doncaster receives this service unlike other areas within Corporate Resources who only engage with customers who require there service

The main reasons for complaints in relation to Council Tax were either customers misunderstanding their Council Tax bill or the recovery process when they were in arrears on their payments. The complaints upheld were found to be due to either system or human error.



Across the Directorate, 86% of all customer complaints were responded to within the timescale of 10 working days. Of those where the timescale was extended due to the complexity of the complaint, customers were notified of the new response date.

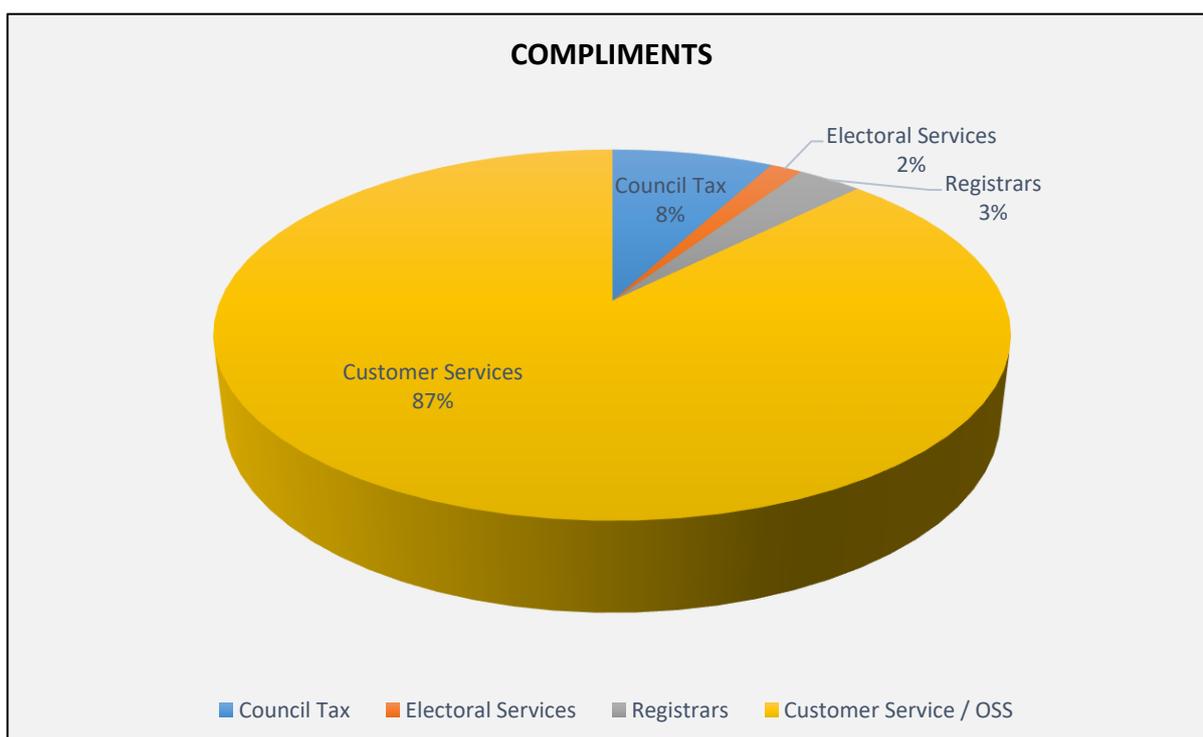


Corporate Resources received seven escalated complaints during 2019/20, 5 of which were for Council Tax from customers who previously had their stage 1 complaint answered and not upheld. Of the five Council Tax escalated complaints, one decision was reversed following a further investigation. The average timescale for responding to all escalated complaints that were received within this directorate was 13 working days, much sooner than the advertised 20 working day lead-time.

Of all Council Tax complaints that were received and responded to over the course of the last year, two customers sought advice from the Local Government and Social Care Ombudsman (LGSCO). In both cases, the LGSCO chose not to investigate the issues raised by the customer.

Compliments

Doncaster Council have received in total 346 compliments, of which 64 were for teams across Corporate Resources. The breakdown of the directorate is below

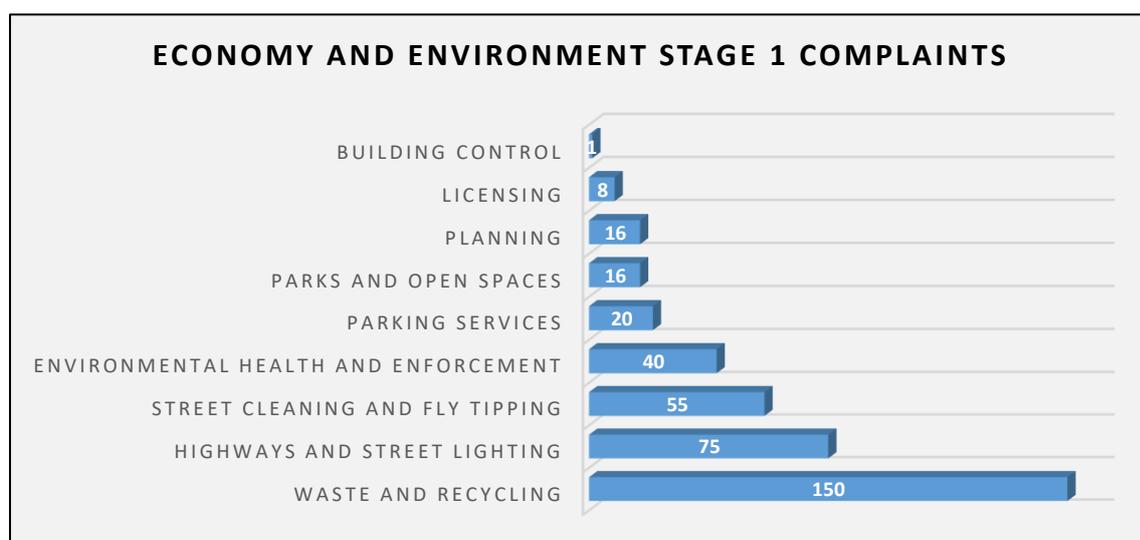


The Economy and Environment Directorate received 381 complaints in 19/20. The services that received the most complaints were those which have the largest impact on the majority of the residents in the borough, Waste and Recycling, Highways and Street Lighting, Street Cleaning and Fly Tipping. These three services equated for 74% of all complaints received for this directorate.

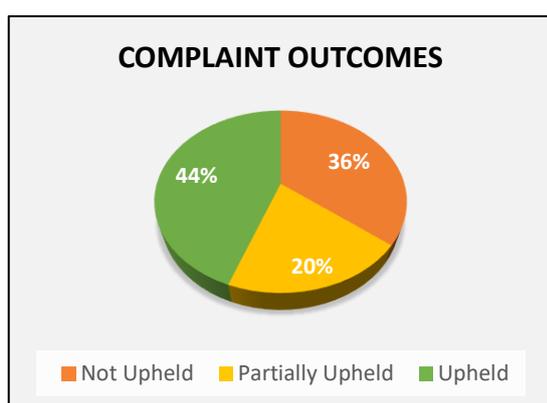
This year Waste & Recycling received 146 less complaints in 19/20 than 18/19. They received 150 complaints in 19/20, which equates 0.2% of all the households in Doncaster.

For Economy and Environment the main complaint themes throughout the year were:

- Lack of communication with customers.
- Road Closures adversely affecting customers travel.
- Street cleansing schedules.



Across the Directorate, 71% of all customer complaints were responded to within the timescale of 10 working days.



Escalated Complaints

Economy and Environment received 13 escalated complaints during 2019/20. Of these, just three were upheld following a further investigation. The average timescale for responding to escalated complaints within this directorate was 19 working days.

Of all Economy and Environment complaints that were received and responded to over the course of the last year, only 3 customers had a finalised LGO decision, 2 being upheld and the other not upheld.

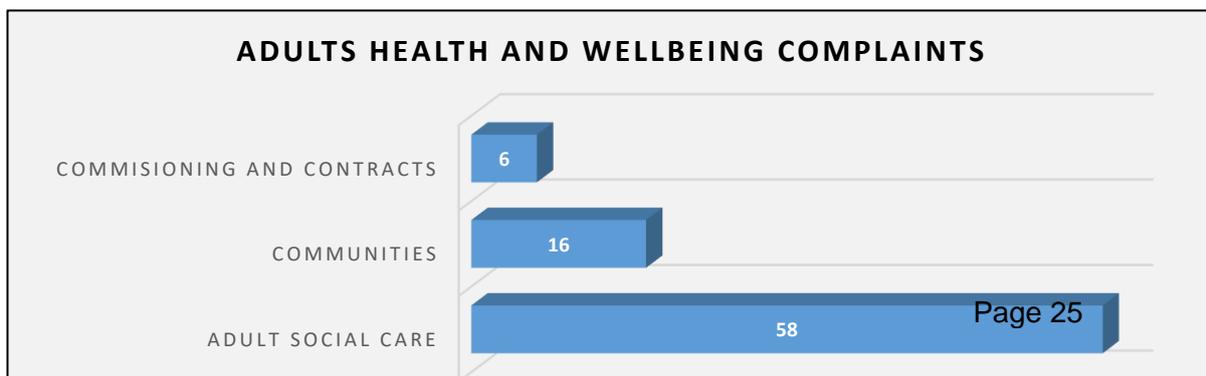
Compliments

Doncaster Council have received in total 346 compliments, of which 217 were for teams across Economy and Environment. The breakdown of the directorate is below

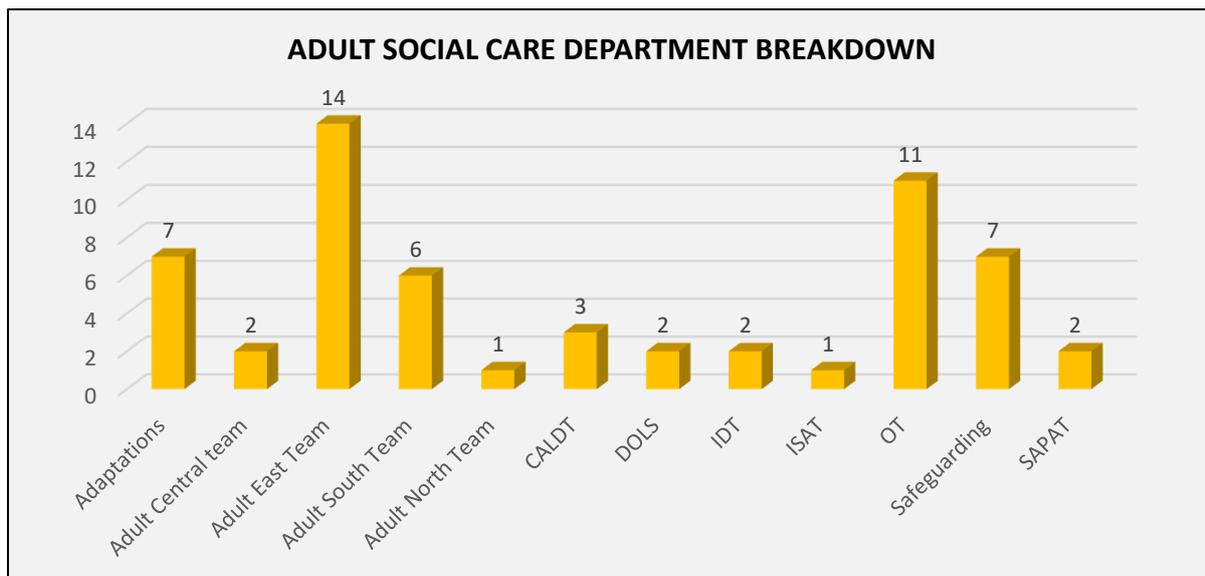


Adults Health and Wellbeing

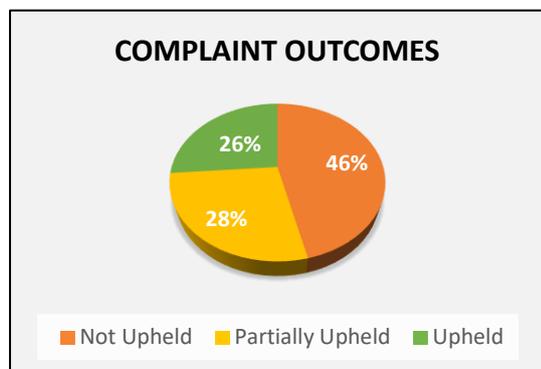
AHWB received 80 complaints in 19/20, with Adult Social Care receiving 58 of these complaints. The departments, which generated the main themes, were Occupational Therapy and Adaptations, which accounted for 18 of the overall figure. The main issues customers were reporting were; the delay in having an occupational therapy assessment completed and the standard or delay to work carried out in customers' homes. Throughout the year, this team has regularly held monthly meetings discussing complaint prevention methods and making all parties involved aware of cases, which may be more complex and ultimately result in a complaint being made. These meetings allow all interested parties to immediately action any steps necessary to avoid further delays and to ensure the customer receives the correct level of care required to resolve the matter, and to prevent a complaint. It should also be noted that of the 18 complaints across these departments, four were from a repeat customer.



Below is a full breakdown of all Adult Social Care Service Complaints received throughout 2019/20.



Across the Directorate, 68% of all customer complaints were responded to within the corporate timescale of 10 working days. Most complaints in this area are of a complex and sensitive nature and can be difficult to carry out a full investigation and respond within the 10 working days. If a complaint response is going to take longer, customers are regularly contacted throughout and often invited to attend a face-to-face meeting to discuss their concerns on more of a personal level. This can again have an effect on the timescales as we allow the customer to choose a time that suits their requirements.



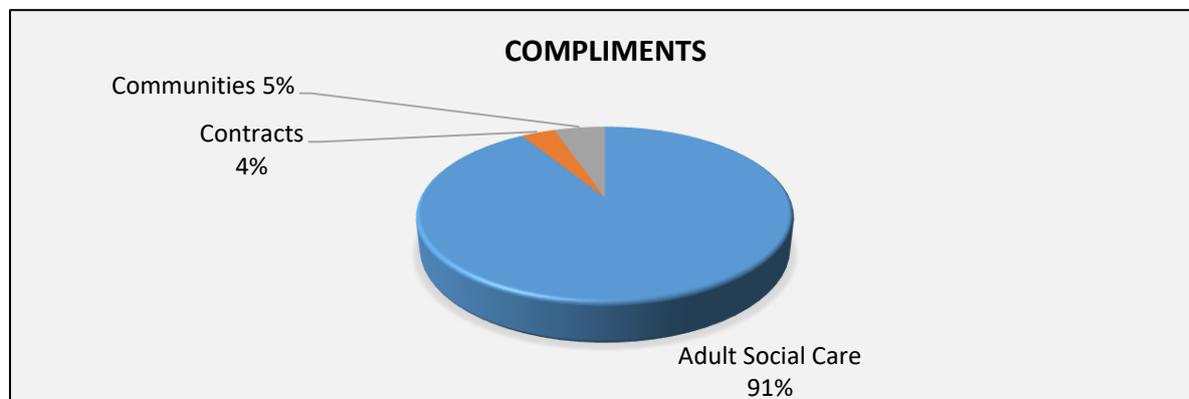
Escalated Complaints

Adults Health and Wellbeing received eight escalated complaints during 2019/20. All were associated with Adult Social Care. The average timescale for responding to all escalated complaints that were received within this directorate was 21 working days. Of all Adult Health and Wellbeing complaints that were received and responded to over the course of the last year, two customers sought advice from the Local Government and Social Care Ombudsman (LGSCO). We also saw three customers

who started their LGSCO application during 2018/19 have their cases upheld within this financial year.

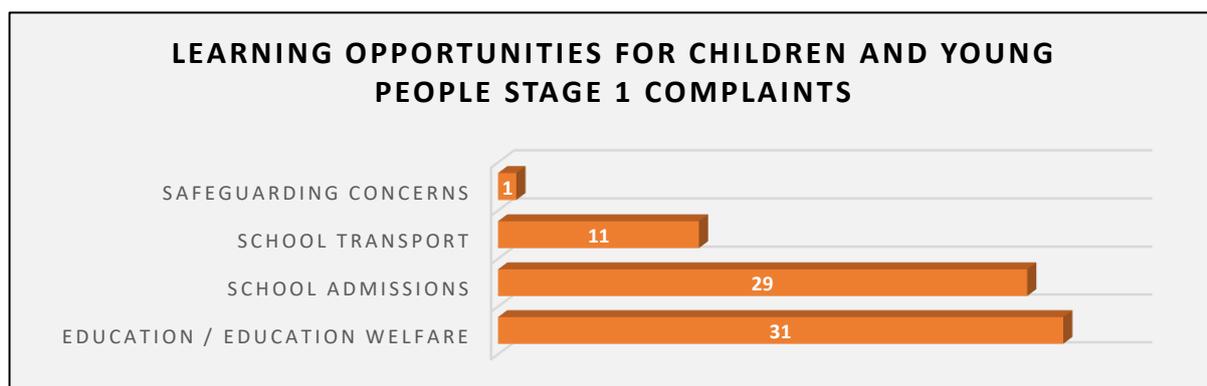
Compliments

Doncaster Council have received in total 346 compliments, of which 64 were for teams across Adults Health and Wellbeing. The breakdown of the directorate is below.



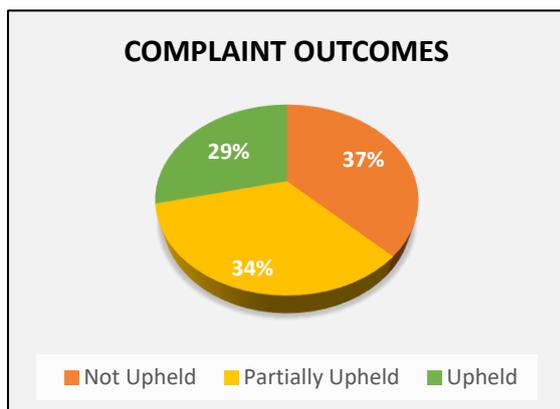
Learning Opportunities for Children and Young People (LOCYP)

LOCYP received 72 complaints in 19/20 and the main themes were School Admissions where parents were concerned that their child had not been allocated a place in their preferred school or that following a school transfer their child had not received formal education for an extended period due to delays in processing. Although, only five of the 29 School Admission complaints were upheld in full. The LOCYP team have recognised that on occasions there have been delays in both processing school admission applications and communicating the decision to parents or guardians. The team continue to improve the customer service experience and are reviewing the current processes that are in place to ensure that adequate resources are available during peak times of the year to provide a more timely and efficient service.



Across the Directorate, 56% of all customer complaints were responded to within the timescale of 10 working days. Given the nature of the complaints being dealt with, the investigations can be complex and before a complaint is resolved, particularly in the

cases of school admissions, a final resolution must be achieved which can exceed the 10 working days. Although the outcome may take longer than the expected timeframe, customer are always contacted with regular updates throughout this period.



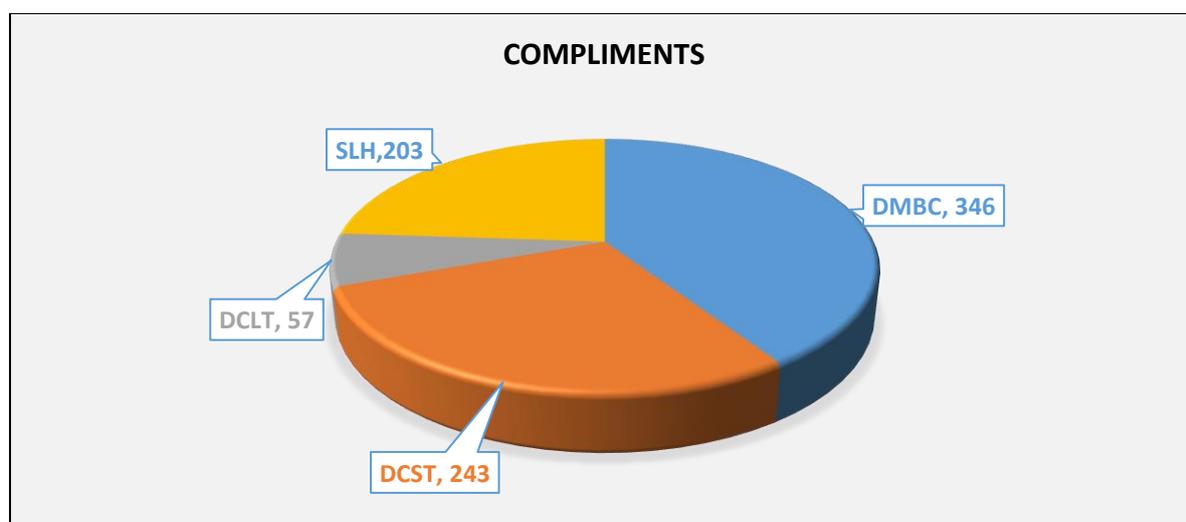
Escalated Complaints

LOCYP received six Stage 2 escalated complaints throughout 2019/20. Of these six, two were related to school transport and two were School Admission complaints. In total, two of the escalated complaints were resolved having the complaint partially upheld. The average timescale for responding to all escalated complaints that were received within this directorate was 15 working days, against the advertised 20 working day timescale.

Compliments

Doncaster Council have received in total 346 compliments, of which just one was for teams across LOCYP. It is felt that this is because any compliments are more likely to be given to schools directly rather than through Doncaster Council. Within the coming year we will work with the schools to keep a central record of any formal compliments received across the borough.

12. Compliments



The top areas of compliments for each organisation are DMBC – Waste & Recycling, SLHD – Property Services, DCLT – The Dome and DCST – Placements. An example of these are included below.

Doncaster Council

“Just a note to say thank you for the service I have had from the carers, they have all been brilliant. Nothing has been too much trouble for them”

“I would like to thank all staff in the one stop shop customer service team who assisted with my blue badge and council tax enquiries. Everyone I have spoken to have been more than helpful”

“I would like to thanks the operatives that came out to clean the waste that was dumped on the XXX, the area has never looked so clean and the operatives deserve the praise”

“Thank you to everyone I have spoken to in customer services with regards to the lights being out on XXX Crescent and thank you to highways for resolving the issue so quickly, they were back on last night. Thanks”

“I want to compliment you on the wildflower verges and roundabouts around the borough. They not only look amazing but are of great benefit to wildlife”

“Spoke to Advisor X in customer Service, via the Public Information Helpline. I just wanted to say how excellent the service was, from both Advisor X and Emergency Planning. My enquiry was logged and dealt with straight away, I was very grateful of the service.”

“Customers husband had an accident in the garage this morning whilst the refuse collectors were there, they rushed into help, he had blood dripping from his head and they bandaged him up. They called the ambulance for her, she said they were perfect gentlemen & really couldn't do enough to help, she can't praise them enough for what they did for them.”

“Customer wanted to pass on a compliment for Advisor A - He called up this afternoon to order a green bin/blue bin lid and said advisor A was absolutely brilliant and provided an excellent service and just wanted to sing her praises :). Mr x just wanted to pass on that he didn't feel we get enough praise and that we should as we provide an excellent service.”

“Customer would like to compliment the street scene team for coming down to the back alleys of XXX on Saturday and making the alley immaculate. She is aware people are quick to complain about this stuff and she hates seeing residents fly tip and litter down these alleys and the team made it look amazing again over the weekend.”

“Just a thank you for the fast efficient way you dealt with my damaged blue waste bin. I reported it Thursday and it was repaired Friday morning, despite the horrendous weather conditions! Well done to all involved”

“I would like to say a huge thank you to the stronger communities' officers for DMBC. They have gone above and beyond for me and my family in the difficult time we are having after our home was flooded at the beginning on November. Their help and generosity is outstanding! Thank you so much you have made a bad situation bearable.”

“Hi - I would like to say a special thank you to Suez for all their help after the recent floods in Fishlake. The guys have been outstanding.”

St Leger Homes

“Customer lived in an area affected by the floods, as a result the customer had to move and lost majority of his possessions, the customer was moved to another home and SLH staff helped source some possessions and delivered them to him. The customer said that he “cannot thank the staff enough for all their help and he wouldn't have coped if it wasn't for their kindness and support through such a difficult time”

“A Tenant wrote to SLH to compliment XXX and XXX who fitted her new boiler they were polite, clean and tidy throughout the whole install. The tenant would also like to compliment the planner, the tenant is deaf and she kept close contact with her by text messaging her all the information she needed.”

“A tenant's son wanted to pass on his compliments to XXX, one of SLH gas fitters saying: “He visited my mother and was not only able to use his trade skills to get the boiler running, but he used excellent customer service skills to explain to an 81 year-old woman what he had done. Thank you!”

“A tenant telephoned SLH to say, “I went out of my back door into the back garden and when I tried to get back in I could not open the door. I was really worried but luckily XXX & XXX from the Roofing Team were on my street and they came to see what the problem was. I explained to them that I could not open the door. One of them climbed through my sitting room window and managed to open my door from the inside. They were very nice young men and I was grateful that they helped me.”

“I would like to thank XXX and XXX for their help assisting two young people who presented as homeless after fleeing violence. Both of your staff were helpful, kind, approachable, and understanding whilst dealing with this sensitive matter. I feel XXX and XXX both need thanking for their help. Thank you guys, it makes such a difference.”

Doncaster Children's Services Trust

“You are a credit to us all in Doncaster who are or have been through the system you are one in a billion I hope that more people like you who genuinely care for the young people. You made my time much easier with all your passion and care towards me I cannot thank you enough for what you have done for me and all the other lives you have touched we appreciate you”

“Thank you from the bottom of my heart for bringing my baby my first born back into my life not only have I got my baby but it has brought me and my parents closer together it is amazing what you have done for me and my child and wider family truly is amazing”

“I wanted to convey my appreciation for all the work Worker J undertook and the manner and respect Worker J showed my adopters throughout. I know this has been greatly appreciated by the couple, being kept informed, given the time to ask whatever questions they had and someone who knew the child well and spoke with great fondness and accuracy. Often it is only when things go wrong that any mention is made of your work, so I feel it's important to acknowledge when things go well. Please convey my gratitude for all the work both teams undertook.”

“The older neighbours absolutely loved it. The feedback was so positive. They loved the activities and the interaction with the young people. The icebreaker questions were brilliant. We will definitely use them in the future. Many thanks to you and the inspirational young people who took part.”

“Dr A complimented the Team Manager B on a very professional meeting. Dr A stated it is the best meeting in his long career. Dr A stated he wished this meeting were videoed to show the partnership of child protection and medical personnel.”

“I just wanted to pass on how impressed I was with the quality of the Final Paperwork – the LA have done a really thorough job with this case, and that shines through.”

13. Unreasonable Behaviour Policy

In a small number of cases, we experience service users acting in an unreasonable way when accessing Council services. This could be when they have a complaint, pursuing their complaints in a way that can impede the investigation of their complaint, or taking up a disproportionate amount of Council time and resources.

Therefore in July 2019, our previous Persistent Complainants Policy was replaced by an Unreasonable Behaviour Policy to improve the way we deal with this situation, ensure we are making the best use of council tax payers money and to protect staff.

The aim of this policy is to give officers more transparent guidance in helping them identify circumstances where a service user or complainant's behaviour could be classed as unreasonable and to aid their decisions in how to appropriately respond to such behaviour. Not all unreasonable behaviour is persistent and can be on and off in its nature (such as an act of aggression or violence etc.) and so the new policy provides more scope for officers to manage any behaviour deemed unreasonable regardless of how many times we receive contact from an individual.

Since the launch of the new policy, we have seen a significant increase in communication between service teams and the Customer Experience Officers to discuss behaviour experienced that officers feel is unreasonable. There has been very positive feedback from officers across the Authority in relation to how the policy provides guidance and options when a worker feels that their relationship with a customer has become difficult.

There are currently 29 individuals on the Unreasonable Behaviour register and the way in which their behaviour is being managed differs vastly, ranging from complete barring of attending the One Stop Shop (due to acts of violence) or simply appointing a Single Point of Contact to try to streamline communication from an individual in an effort to help them.

The Customer Experience Officers have a tracking system to record all residents whose behaviour is deemed unreasonable and they are responsible for reviewing this decision within a reasonable timeframe, which is always set out to the resident from the onset. They are also responsible for keeping a central record of all letters/emails and other communication sent out or received from those residents relating to the policy.

Since the policy was introduced, we have seen officers seeking support for a wide range of behaviours such as persistent “scatter gunning” where a resident would send one email to multiple officers and even had one instance whereby a resident was harassing a member of staff by attending their place of work regularly. This matter

ended up being passed to the Police, the individual was charged, and legal restrictions put in place to protect the worker.

14. Priorities for 2020/21

The key priorities for the year ahead are to continue working closely with our partners to ensure that the management of complaints is consistent across all four areas. This will not only benefit our working relationships but also provide the customer with a clearer understanding of our joined up processes with a much more straightforward route to first contact resolution.

As a Council, we will again focus on both the lessons learned from this past year to take forward to improve our services we provide to our residents, but we will also capture any new trends that may be significant and look to make relevant changes within each department in real time to improve the customer journey.

We have begun to see a big push on capturing customer compliments which we will continue to promote in the year ahead. Similar to complaint trends, it is just as important to understand what we as a Council are doing right and look to add to this across more areas.

We are already working on changes within the internal processes between departments, which should come into effect in the first half of the coming year. This will not only provide a better level of communication between teams but will also provide more regular updates to customers both manually and within their customer Doncaster Council online account.

As always the focus is to improve on the total complaint numbers coming in by learning from this year's data, and not only be driven by the number but also to ask ourselves "what have we changed which has had this effect?" and "what else can we do for our customers?"

22 July 2020

By email

Mr Allen
Chief Executive
Doncaster Metropolitan Borough Council

Dear Mr Allen

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

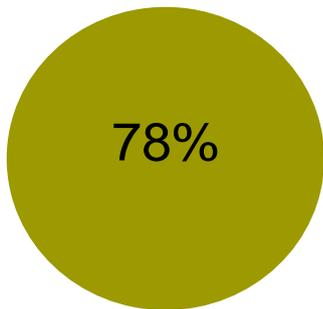
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



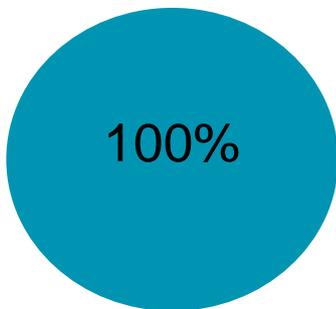
78% of complaints we investigated were upheld.

This compares to an average of **67%** in similar authorities.

7
upheld decisions

Statistics are based on a total of 9 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



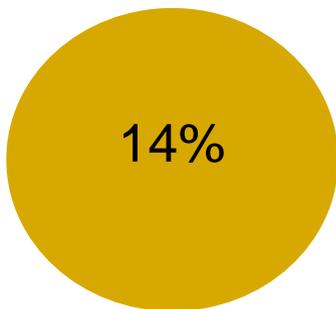
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of **100%** in similar authorities.

Statistics are based on a total of 5 compliance outcomes for the period between 1 April 2019 to 31 March 2020

- Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority



In **14%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **11%** in similar authorities.

1
satisfactory remedy decision

Statistics are based on a total of 9 detailed investigations for the period between 1 April 2019 to 31 March 2020

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Please note dates of meetings/rooms/support may change

OVERVIEW & SCRUTINY WORK PLAN 2020/21

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
May	Friday 1st May, 2020 11am – Briefing Session				
	OSMC and Vice Chairs - way forward during the Covid-19 pandemic period.				
	Wednesday 13th May, 2020 5pm – Briefing Session				
	How the Local Authority is identifying and responding to the needs of vulnerable people				
	Thursday 28th May 2020 5pm – Briefing Session				
	Use of grant funding and impacts				
June	Thursday 11th June 2020 5pm – Briefing Session				
	Street scene services, cleaner and greener; Household Waste Centres				
	Thurs, 25th June 2020, 10am (AS)				
	<ul style="list-style-type: none"> • Qtrly Finance & Performance Report – Qtr 4 <ul style="list-style-type: none"> • DMBC • SLHD • DCST • Scrutiny Work Plan 				

Please note dates of meetings/rooms/support may change

July	Cancelled Thurs, 16 th July 2020, 10am	Cancelled Thurs, 2nd July 2020, 10am	Thursday 9 th July 2020 5pm – Briefing Session	Thursday 23 rd July 2020, 5pm – Briefing session	Wed, 29 th July 2020, 10am
			<ul style="list-style-type: none"> Home schooling during Covid-19 pandemic – schools approach and support and advice available Potential impact on educational outcomes 	<ul style="list-style-type: none"> Impact on delivery of major projects during the covid-19 pandemic 	<ul style="list-style-type: none"> Update on Environmental Strategy and Climate Commission Work planning meeting
	Wed 29 th July 2020 1pm	Mon 27 th July 2020 12.30 pm	Cancelled Thurs, 23 rd July 2020, 4:30pm	Thurs 30 th July 2020 5pm	
	Work planning meeting	Work planning meeting		Work planning meeting	
		Tues 28 th July 2020 11am (CM) South Yorkshire Regional Joint Scrutiny Virtual Meeting.			
Aug		Thurs 6 th August 2020 5pm (CM)	Mon 3 rd Aug 2020 5pm		
		<ul style="list-style-type: none"> Mental Health (include suicide prevention) – impact from the covid-19 pandemic 	<ul style="list-style-type: none"> Work planning meeting 		
Sept	Thurs 3 rd Sept 2020, 12:30pm Cancelled & moved from 10 th Sept 2020, 10am (CR)				Friday 18 th Sept 2020 9.30am (CR)
	<ul style="list-style-type: none"> Qtrly Finance & Performance Report – Qtr 1 (specific issue staff sickness and back to work interviews) (c) <ul style="list-style-type: none"> DMBC SLHD DCST O&S Workplan – Sept Update (c) 				<ul style="list-style-type: none"> Flooding Briefing session

FP – Forward Plan Decision

CR, CM or AS – Officer Responsible

Please note dates of meetings/rooms/support may change

	<ul style="list-style-type: none"> Licensing Strategy (c) 				
	Tues, 22nd Sept 2020 at 4pm Briefing Session		Thurs, 17th Sept 2020, 4:30pm (CM)		
	<ul style="list-style-type: none"> Planning White Paper Consultation (c) 		<ul style="list-style-type: none"> Theme - Early intervention in localities supporting families in the place (c) 		
			Ext Tues, 29th Sept 2020, 5:00pm (CM)		
			<ul style="list-style-type: none"> Theme – Participation Child Friendly Borough (c) Doncaster Offer (Youth Strategy) (c) 		
Oct				Thurs 8th Oct 2020 at 4pm R and H Briefing Session (All Members welcome)	
				<ul style="list-style-type: none"> Housing Strategy Housing Delivery Plan 	
	Thurs, 8th October 2020, 10am	Thurs, 1st October 2020, 10am (CM)		Mon, 12th Oct 2020 at 1pm rescheduled from Wed, 14th Oct	Thurs, 22nd October 2020 At 2pm
	<ul style="list-style-type: none"> Council Compliments and Complaints (c) 	<ul style="list-style-type: none"> Ensuring access to day support and short breaks during the Covid 19 pandemic (c) Health Protection Assurance Report (deferred from meeting in March 2020) (c) 		<p>Economic impact arising from COVID (c)</p> <ul style="list-style-type: none"> To include Business Support Grants (main fund and discretionary fund) <ul style="list-style-type: none"> how has this been utilised. 	<p>Flooding (c)</p> <ul style="list-style-type: none"> Section 19 requirements; Winter preparations for flooding assurance ahead of winter period
Wed, 21st October 2020, 4pm Members Seminar –OSMC led					

Please note dates of meetings/rooms/support may change

	<ul style="list-style-type: none"> Planning White Paper Consultation (c) 				
Nov	<p>Mon 2nd Nov 2020, 10am rescheduled from Thurs, 5th Nov</p>	<p>Thurs, 26th Nov 2020, 10am</p>	<p>Extraordinary- Wed 11th November, 2020 4.30pm</p>		<p>Date TBC</p>
	<ul style="list-style-type: none"> Digital Recovery & Renewal Strategy(c) 	<ul style="list-style-type: none"> Winter Planning Partnership Plan to including hospital discharges to care homes, track and trace (local) and CV-19 Doncaster position 	<ul style="list-style-type: none"> Theme Education, Skills and Curriculum Recovery Achievements in relationships with Academies; Reintegration into education; NEET; Skills and transition into employment. Learning Provision Organisation Strategy; Education achievement and attendance; 		<p>Domestic Abuse (during the pandemic)</p>
					<p>Date TBC</p>
					<p>Briefing session Environmental Strategy development</p>
Dec	<p>Thurs 3rd Dec 2020, 10am (AS)</p>		<p>Thurs, 10th Dec 2020, 4:30pm</p>		
	<ul style="list-style-type: none"> Qtrly Finance & Performance Report – Qtr 2 <ul style="list-style-type: none"> DMBC SLHD DCST 		<ul style="list-style-type: none"> Theme – Safeguarding Whole System including demand management; Doncaster Children’s Safeguarding Board Annual Report 		
Jan	<p>Wed, 20th Jan 2021 10am</p>	<p>Thurs, 28th Jan 2021, 10am</p>			
		<ul style="list-style-type: none"> Childhood obesity Get Doncaster Moving (to include invite to DCLT) 			

Please note dates of meetings/rooms/support may change

		<ul style="list-style-type: none"> Substantial variation GP Practice Proposed Merger 			
Feb	Thurs, 4 th Feb 2021, 10am				Wed, 10 th Feb 2021, 10am
	<ul style="list-style-type: none"> Budget Corporate Plan 				Crime and Disorder Committee <ul style="list-style-type: none"> Reflection on Covid period 2020
	Thurs, 25 th Feb, 2021 10am				
	<ul style="list-style-type: none"> Qtrly Finance & Performance Report – Qtr 3 <ul style="list-style-type: none"> DMBC SLHD DCST 				
March		Thurs, 18 th March 2021, 2pm	Thurs, 11 th March 2021, 4:30pm	Wed, 3 rd March 2021 – 10:00am, Council Chamber	
		<ul style="list-style-type: none"> Health Protection Assurance Report 	<ul style="list-style-type: none"> Theme – Health and well-being of children; How to promote and transition of children with learning disability into Adult Education. 	-	
Apr	Thurs, 1 st April 2021, 10am				
May					

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Please note dates of meetings/rooms/support may change

POSSIBLE ISSUES FOR FUTURE CONSIDERATION OR TO BE SCHEDULED					
	Youth Justice Plan – being dealt with through a different process in 2020	Changes to Adult Social Care Charges 1 year on – first meeting in 2021/22	Education and Skills 2030 Strategy – going as part of DGT	Housing Delivery Plan – October/early November	Environmental/Climate Change <ul style="list-style-type: none"> • Climate Change Commission Report – Oct • Transportation (link to Climate Change/Covid) – Review – timing tbc link to Regeneration and Housing • Hatfield Moors Fires • Environment Strategy (Cleaner/Green proposed early January) Other areas arising out of the above will be reviewed throughout the year and maybe rolled over on a continual basis.
	DGT 2 and Borough Strategy (Early January 2021)	RDaSH Quality Accounts – December 2020	All Age Learning Disability Strategy (TBC)		•Water Management Consortium and Doncaster East Internal Drainage Board–update following 2018/19 Flood Review (deferred from 2019/2020 tbc)
	Budget 21/22 – October 2020 onwards (including CSR settlement)				
Page 42	Ward budgets – 6 months on – addressing community vibrancy, lessons learnt particularly operating through Covid-19, barriers - review				

Please note dates of meetings/rooms/support may change

	Contract commissioning – roll over to 2021/22				
Page 43		<p><u>Briefing Note</u></p> <p>Adults Safeguarding – January/February 2021</p>		<p><u>Briefing Notes</u></p> <ul style="list-style-type: none"> • Homelessness – <ul style="list-style-type: none"> ○ response to homelessness (in response to Covid 19) and implications on housing stock/budget/support ○ ending of suspension of evictions for those renting in private renting (23rd Aug) when court actions can resume ○ impact on number that could be made homeless ○ support to those finding new accommodation/sustaining tenancies • Council Properties Rent Payments; <ul style="list-style-type: none"> ○ Impact from job losses/redundancies/delays in Universal Credit 	<p><u>Briefing Notes</u></p> <ul style="list-style-type: none"> • Rapid Improvement Programme • Future parks' and green space • Social Isolation and Loneliness Alliance Update

Please note dates of meetings/rooms/support may change

				<ul style="list-style-type: none">○ measures in place to support those impacted.● Flooding– flooding being addressed by C & E so may need to review what is covered to avoid duplication and ensure the issues remained linked<ul style="list-style-type: none">○ Flood resilience and housing – how we can become more resilient to flooding.○ Economic impact from flooding● SCR Devolution● Funding Streams and progress made eg. Towns Fund January 2021	
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DONCASTER METROPOLITAN BOROUGH COUNCIL
FORWARD PLAN FOR THE PERIOD 1ST OCTOBER 2020 TO 31ST JANUARY 2021

The Forward Plan sets out details of all Key Decisions expected to be taken during the next four months by either the Cabinet collectively, The Mayor, Deputy Mayor, Portfolio Holders or Officers and is updated and republished each month.

A Key Decision is an executive decision which is likely:-

- (a) to result in the Local Authority incurring expenditure which is, or the making of savings which are, significant having regard to the Local Authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Local Authority;
- (c) any decision related to the approval or variation of the Policy and budget Framework that is reserved to the Full Council.

The level of expenditure/savings which this Authority has adopted as being financially significant are (a) in the case of the revenue budget, gross full-year effect of £250,000 or more b) in the case of capital budget, £1,000,000 or more in respect of a single project or otherwise across one financial year.or the decision has a significant impact on 2 or more wards.

Please note in addition to the documents identified in the plan, other documents relevant to a decision may be submitted to the Decision Maker. Details of any additional documents submitted can be obtained from the Contact Officer listed against each decision identified in this plan.

In respect of exempt items, if you would like to make written representations as to why a report should be considered in public, please send these to the contact officer responsible for that particular decision. Unless otherwise stated, representations should be made at least 14 days before the expected date of the decision.

KEY

Those items in **BOLD** are **NEW**

Those items in **ITALICS** have been **RESCHEDULED** following issue of the last plan

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Prepared on: 1st September, 2020 and superseding all previous Forward Plans with effect from the period identified above.

Damian Allen
Chief Executive

MEMBERS OF THE CABINET

Cabinet Member For:

Mayor - Ros Jones

Deputy Mayor - Councillor Glyn Jones

Councillor Nigel Ball

Councillor Joe Blackham

Councillor Rachael Blake

Councillor Nuala Fennelly

Councillor Chris McGuinness

Councillor Bill Mordue

Councillor Jane Nightingale

- Housing and Equalities

- Public Health, Leisure and Culture

- Highways, Street Scene and Trading Services

- Adult Social Care

- Children, Young People and Schools

- Communities, Voluntary Sector and the Environment

- Business, Skills and Economic Development

- Customer and Corporate Resources.

Some Decisions listed in the Forward Plan are to be taken by Full Council

Members of the Full Council are:-

Councillors Nick Allen, Duncan Anderson, Lani-Mae Ball, Nigel Ball, Iris Beech, Joe Blackham, Rachael Blake, Nigel Cannings, Bev Chapman, Phil Cole, John Cooke, Mick Cooper, Jane Cox, Steve Cox, Linda Curran, George Derx, Susan Durant, Nuala Fennelly, Neil Gethin, Sean Gibbons, John Gilliver, Martin Greenhalgh, Pat Haith, John Healy, Rachel Hodson, Charlie Hogarth, Mark Houlbrook, David Hughes, Eva Hughes, Glyn Jones, R. Allan Jones, Ros Jones, Ken Keegan, Majid Khan, Jane Kidd, Nikki McDonald, Tosh McDonald, Chris McGuinness, Sue McGuinness, Bill Mordue, John Mounsey, David Nevett, Jane Nightingale, Ian Pearson, Andy Pickering, Cynthia Ransome, Tina Reid, Andrea Robinson, Kevin Rodgers, Dave Shaw, Derek Smith, Frank Tyas, Austen White, Sue Wilkinson, Jonathan Wood, Paul Wray.

WHEN DECISION IS EXPECTED TO BE TAKEN	KEY DECISION TO BE TAKEN	RELEVANT CABINET MEMBER	DECISION TO BE TAKEN BY	CONTACT OFFICER(S)	DOCUMENTS TO BE CONSIDERED BY DECISION MAKER	REASON FOR EXEMPTION – LOCAL GOVERNMENT ACT 1972 SCHEDULE 12A
13 Oct 2020	Doncaster Children and Young People's Offer.	Portfolio holder for Children Young People and Schools	Cabinet	Rebecca Mason rebecca.mason@doncaster.gov.uk		Open
17 Nov 2020	Learning Provision Strategy in Doncaster.	Councillor Nuala Fennelly, Portfolio Holder for Children, Young People and Schools.	Cabinet	Neil McAllister, School Organisation Manager neil.mcallister@doncaster.gov.uk		Open
1 Dec 2020	St Leger Homes Performance Report 2020/21 Quarter 2 (Non Key Decision)	Councillor Glyn Jones, Deputy Mayor, Portfolio Holder for Housing and Equalities.	Cabinet	Julie Crook Tel: 01302 862705		Open

1 Dec 2020	Quarter 2 2020-21 Finance and Performance Report and the 'Delivering for Doncaster' Booklet	Mayor Ros Jones	Cabinet	Faye Tyas, Chief Financial Officer and Assistant Director of Finance faye.tyas@doncaster.gov.uk, Louise Parker, Head of Service Strategy & Performance Unit Manager Louise.Parker@doncaster.gov.uk		
12 Jan 2021	Approval of the Council Tax Base for 2021/22	Mayor Ros Jones	Cabinet	Alan Stoves, Head of Revenues and Benefits Tel: 01302 735585 Alan.stoves@doncaster.gov.uk		Open
21 Jan 2021	To agree a new Doncaster Borough Strategy (2021-2030)	Mayor Ros Jones, Mayor of Doncaster with responsibility for Budget and Policy Framework	Cabinet 12/01/21 Council 21/01/21	Allan Wiltshire, Head of Policy and Partnerships allan.wiltshire@doncaster.gov.uk		Open