

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

Date and Time :- Wednesday 24 February 2021 at 11.00 a.m.
Venue:- Microsoft Teams Meeting.
Membership:- Councillors Cusworth, R. Elliott, Jarvis, Jepson, Keenan, Mallinder, Napper, Steele (Chair), Taylor, Tweed, Walsh and Wyatt.

This meeting will be webcast live and will be available to view [via the Council's website](#). The items which will be discussed are described on the agenda below and there are reports attached which give more details.

Rotherham Council advocates openness and transparency as part of its democratic processes. Anyone wishing to record (film or audio) the public parts of the meeting should inform the Chair or Governance Advisor of their intentions prior to the meeting.

AGENDA

1. Apologies for Absence

To receive the apologies of any Member who is unable to attend the meeting.

2. Declarations of Interest

To receive declarations of interest from Members in respect of items listed on the agenda.

3. Questions from Members of the Public and the Press

To receive questions relating to items of business on the agenda from members of the public or press who are present at the meeting.

4. Exclusion of the Press and Public

To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.

For Discussion/Decision:-

5. Annual Compliments and Complaints Report (Pages 3 - 46)

For Information/Monitoring:-

6. Work Programme (Pages 47 - 71)

To consider the Board's Work Programme.

7. Work in Progress - Select Commissions

To receive updates from the Chairs of the Select Commission on work undertaken and planned for the future.

8. Forward Plan of Key Decisions (Pages 72 - 78)

To review and identify items for pre-decision scrutiny from the Forward Plan of Key Decisions covering the period from 1 February to 30 April 2021.

9. Call-in Issues


To consider any issues referred for call-in from recent Cabinet meetings.

10. Urgent Business

To determine any item which the Chair is of the opinion should be considered as a matter of urgency.

11. Date and time of next meeting

The next meeting of the Overview and Scrutiny Management Board will be held on Wednesday 17 March at 11am as a Microsoft Teams Meeting.

A handwritten signature in black ink that reads "Sharon Kemp". The signature is written in a cursive, flowing style.

SHARON KEMP,
Chief Executive.

Public Report
Overview and Scrutiny Management Board

Committee Name and Date of Committee Meeting

Overview and Scrutiny Management Board – 24 February 2021

Report Title

Annual Compliments and Complaints Report 2019-20

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Jo Brown, Assistant Chief Executive

Report Author(s)

Stuart Purcell, Corporate Complaint Manager, Assistant Chief Executive Directorate,
01709 822661 or stuart.purcell@rotherham.gov.uk

Jackie Mould, Head of Performance, Intelligence and Improvement, Assistant Chief
Executive Directorate, 01709 823618, jackie.mould@rotherham.gov.uk

Ward(s) Affected

Borough-Wide

Report Summary

The purpose of this report is to:

- a) Outline the complaints and compliments that the Council received in 2019/20 in line with statutory requirements.
- b) Identify key trends within complaints and compliments over a five year period.

Recommendations

Members of Overview and Scrutiny Management Board are asked to:

1. Note the Annual Compliments and Complaints Report for 2019/20.
2. Provide comments on areas that require further improvement regarding complaints handling and reporting.

Background Papers

- Annual Compliments and Complaints Report, 2019/20

Consideration by any other Council Committee, Scrutiny or Advisory Panel

N/A

Council Approval Required

No

Exempt from the Press and Public

No

Annual Compliments and Complaints Report 2019-20

1. Background

- 1.1 All councils need to provide complaint procedures to respond to customer concerns in an open and transparent way within defined timescales and in accordance with legislation. The purpose of the annual complaint report is to outline the complaints and compliments that the Council received in the period 1 April 2019 – 31 March 2020, highlighting key themes and longer-term trends.
- 1.2 The report also explains how the Council has performed against the required standards and includes case studies demonstrating how services have learnt from complaints received.
- 1.3 The report is being presented at a later date this year due to a part suspension of the formal complaints service during 2020. Stage two, Stage three complaints, and the normal reporting schedule were placed on hold. This allowed the Complaints Team to assist with the emergency response (contacting Shielding residents) during the first few months of the global pandemic. It is expected that the Annual Complaint Report for 2020/2021 will be reported as usual between September – October 2021.

2. Key Issues

- 2.1 The performance headlines outlined within the report include:
 - In 2019/20, the overall number of complaints received by the Council increased by 7%, going from 1,275 in 2018/19 to 1,372. The increase was due to more complaints received in two particular service areas. Housing Services increased by 26%, from 439 to 551, and Finance and Customer services increased by 41%, from 129 to 182.
 - Children and Young People's Services' complaints, decreased, from 200 to 147, 27% and Adult Social Services, from 87 to 72, 17%. Regeneration and Environment Services also decreased but by only, 413 to 411.
 - The two highest areas for complaints overall were Housing (551) and Regeneration and Environment Services (411). The third highest area was Finance and Customer services (182). This is consistent with previous years' figures, due to the number of residents that these departments deal with, although this is the first time that there has been more complaints in Finance and Customer services than in Children and Young People's Services. In the main this can be attributed to how complaints are responded to more proactively in Children's and Young People's Services and an increase in complaints about delay and about Disabled Persons Parking Permits in the Customer Services' department in Finance and Customer services.

- Overall, 89% of complaints were responded to within timescales, compared with 87% in 2018/19. This means that this is better than the five year all council average of 83%. The response rate significantly increased in Children and Young People's Services (83% in 2019/20 from 70% 2018/19). The response rate remained the same in Regeneration and Environmental services (88% in 2019/20 and 88% in 2018/19). Response rates in other areas decreased slightly.
- Unfortunately, the number of compliments received decreased again – 794 were received in 2019/20, in comparison to the 844 received in 2018/19.
- The most frequent category of complaints received by the Council was again 'quality of service', accounting for 46% of all complaints (632 of 1,372.)
- In comparison with the previous year, fewer complaints were escalated to Stage 2 of the complaint's procedure, at 31 (in contrast with 44 in 2018/19.) Additionally, of the 1,332 complaints that were taken through the Council's formal complaints procedures, more were upheld in 2019/20 at 365 or 27% in contrast with 305 or 25% in 2018/19.

2.2 The Annual Review letter from the Local Government and Social Care Ombudsman (LGSCO) was received on 22 July 2020, setting out their records of referred complaint investigations. In total 72 complaints and enquiries had been directed to the LGSCO, of which seven were subject to full investigation. Out of the seven, four were upheld and three were not upheld (57% upheld rate). This compares to 60 enquiries, 14 investigations with six upheld and eight not upheld in 2018/19 (43% upheld rate). This review letter is attached as an appendix to the report (please see appendix one.)

2.3 In addition, the Council received two decisions by the Housing Ombudsman, one was upheld, and one was part upheld.

2.4 A number of service improvements have been made over the year, based on the feedback from customers and learning from complaints. Key themes of service improvements have included the reviews of policies and processes; information and advice provided; dealing with delays and improving communication. Examples of the improvements made are included within the Annual Complaints report.

2.5 Due to the late submission of the report, for the reason explained at paragraph 1.3, the following is included to show the current statistical position (Q1-Q3 2020/21) and is an indication of direction of travel in year. 683 have been complaints received with 88% responded to in time. Only Adult Services are slightly below the 83% council average performance, but it has improved at 80%. Housing received the most at 262 following by Regeneration and Environment at 251. Numbers of complaints have reduced significantly across all directorates. (1013 received Q1-Q3 2019/20). Currently 26% of complaints

have been upheld and 17 complaints have been responded to at stage 2 of the complaint procedures and 5 at stage 3. In addition, 508 compliments have been received. (604 received Q1-Q3 2019/20).

3. Options considered and recommended proposal

3.1 Building on the key developments in 2019/20, the Council will again apply particular focus to the following issues:

- Revised approach to learning from complaints. Creating a learning from complaints programme, so that all learning reported is considered and the impact of service improvement is understood and recorded.
- Continue to improve performance to timescale. Making sure that we do not break our promise to customers and responses are timely and effective.
- Make the complaint procedures more outcome focussed. Resolving the complaint and finding solutions should be at the centre of all investigations.
- Improve efforts to increase the number of compliments recorded. The Complaints Team will promote the procedure for recording compliments and support directorates to ensure that more of the compliments received are properly recorded and reported.

4. Consultation on proposal

- 4.1 The findings of this report have been reported to each Directorate Leadership Team to enable key areas for improvement to be identified.
- 4.2 There has been no further consultation on this report beyond the requirements of internal processes, alongside consultation with the Cabinet member.

5. Timetable and Accountability for Implementing this Decision

- 5.1 A simple timetable to show the stages and deadlines for implementing the proposed improvements outlined in section 3 are to be implemented in 2020/21. Progress against these actions will be reported on as part of the annual report for 2020/21.
- 5.2 The Complaints Team will be accountable for leading on these improvements and for engaging with Directorates on how the approach to handling complaints can be improved. Each Directorate will be responsible for ensuring that the improvements identified are disseminated and implemented within each area of the organisation.

6. Financial and Procurement Advice and Implications

- 6.1 There are no direct financial implications arising from this report, the provision of the compliments and complaints service is factored into the Council's budget. If a complaint about an error in a charge for a Council service is upheld, then an appropriate refund will be made. In accordance with the Council's Finance and Procurement Procedure Rules.

6.2 There are no procurement implications arising from this report.

7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)

7.1 The Council's approach to handling complaints is informed by the following key pieces of legislation:

- i. Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (Making Experiences Count).
- ii. The Children Act 1989 Representations Procedure (England) Regulations 2006.
- iii. Localism Act 2011 (for Housing Services complaints)

8. Human Resources Advice and Implications

8.1 There are no direct staffing implications arising from this report. However, Human Resources will provide support on further developing the training offer on handling complaints for officers outside of the Complaints Team.

9. Implications for Children and Young People and Vulnerable Adults

9.1 The statutory complaints procedure for Children's and Adult Social Care provides an opportunity for children and young people and vulnerable adults to have their voices heard and to improve service delivery.

10. Equalities and Human Rights Advice and Implications

10.1 Investigations through the complaint procedure consider all relevant policy and legislation, including those relating to equalities and human rights.

10.2 Improvements have been made to the way that complaints are recorded to ensure that information relating to equality and diversity are captured where the complainant is comfortable to disclose this information.

11. Implications for Partners

11.1 As outlined in the annual report, improving the way that complaints are dealt with requires a whole-Council approach, with services committing to responding to complaints in a timely fashion and using the intelligence provided by the Complaints Team to make service improvements. It is the responsibility of every service to make responding to complaints and learning from customer feedback a priority.

12. Risks and Mitigation

12.1 As the Council faces pressure on services due to the ongoing impact of the pandemic, as well as a continued ambition to transform service delivery, it is vital that customer expectations around what is sustainable for the Council to deliver are properly managed.

12.2 To mitigate this, the Council is continuing to engage with the public as appropriate through regular communication around the pandemic response as well as where services are being proposed to be amended.

13. Accountable Officer(s)

Jo Brown, Assistant Chief Executive

Jackie Mould, Head of Policy Improvement and Performance

Stuart Purcell, Corporate Complaint Manager

Approvals obtained on behalf of: -

	Named Officer	Date
Chief Executive	N/A	Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Judith Badger	09/02/21
Head of Legal Services (Monitoring Officer)	Bal Nahal	09/02/21
Assistant Director of Human Resources (if appropriate)	N/A	Click here to enter a date.
Head of Human Resources (if appropriate)	N/A	Click here to enter a date.

Report Author: Stuart Purcell, Corporate Complaint Manager, Assistant Chief Executive Directorate, 01709 822661 or stuart.purcell@rotherham.gov.uk

This report is published on the Council's [website](#).

22 July 2020

By email

Ms Kemp
Chief Executive
Rotherham Metropolitan Borough Council

Dear Ms Kemp

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](#).

This year, three quarters of the Council's responses to our enquiries have been late. While the Council was proactive in contacting us about delays, the frequency of the issue suggests there is a problem to be addressed. Delays can add to complainants' injustice. I trust the Council will consider ways to improve its handling of complaints and provide us with more timely responses in the future.

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.

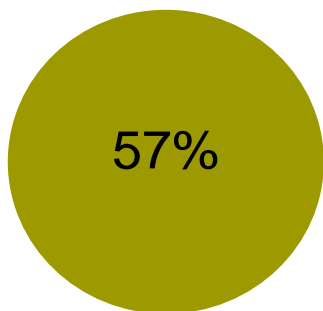
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included 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



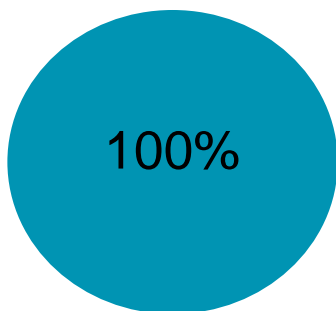
57% of complaints we investigated were upheld.

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

4
upheld decisions

Statistics are based on a total of 7 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



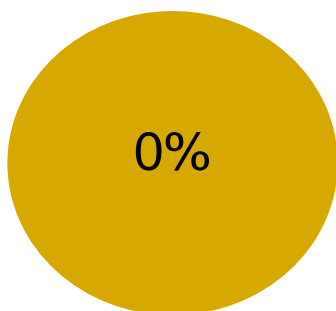
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

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

Statistics are based on a total of 3 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 **0%** 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.

0
satisfactory remedy decisions

Statistics are based on a total of 7 detailed investigations for the period between 1 April 2019 to 31 March 2020

ANNUAL REPORT COMPLIMENTS AND COMPLAINTS

1st APRIL 2019 - 31st MARCH 2020



www.rotherham.gov.uk/complaints

CONTENTS

1. Introduction	3
2. Key Headlines	4
3. Overview	5
4. Performance	11
5. Adult Services	12
6. Children and Young People's Services	15
7. Housing Services	18
8. Regeneration and Environment Services	21
9. Finance and Customer Services	24
10. Assistant Chief Executive's Directorate	27
11. Public Health	29
12. Next Steps, 2019/20	30
Appendix One: Local Government Ombudsman Decisions 2019/20	31
Appendix Two: Customer Contacts 2019/20	32

I. INTRODUCTION

Rotherham Council is committed to being open and accountable. It listens to the views of residents and communities and places them at the heart of the way that services are provided. Therefore, both customer feedback through formal complaints and the way that the Council responds to this feedback are vital indicators of the overall performance of the organisation.

The Council always aims to maintain a high level of performance and improve the quality of service offered to residents. This includes providing high quality, timely responses to formal complaints, and continuing to learn and improve, based on the feedback received. Performance improved again in 2019/20, with 89 % of complaints being resolved within relevant timescales, which was the strongest performance of the past five years and exceeded the five year Council average of 83 %.

All Councils need to provide complaint procedures to respond to customer concerns in an open and transparent way within defined timescales. The purpose of this report is to outline the complaints and compliments that the Council received during 1st April 2019 to 31st March 2020, highlighting key themes and trends. The report also explains how the Council has performed against the required standards and, crucially, includes case studies demonstrating how services have learnt from complaints received. This is arguably the most important aspect of the complaints process.

Feedback from the Overview and Scrutiny Management Board continues to be considered as part of these reports. The report has been produced and published later than usual due to the global pandemic affecting normal delivery of service in year 2020/21, with the Complaints Team redeployed to assist with the Council's emergency response. It should be noted that because this report considered complaints for the financial year 2019/20 ending in March 2020 the effect of the pandemic on complaints and on the delivery of Council services was marginal and the majority of the impact was in the final month of the year. Next year's complaint report will fully reflect the impact of the pandemic.

Although customer feedback provides a valuable insight into how the Council is performing, complaints and compliments figures do not reflect the full picture. This report should, therefore, be understood within the context of the number of customers interacting with each service and key developments that occurred within 2019/20.

Furthermore, building on the key developments in 2019/20, priority areas of focus for next year will include:

- Revised approach to learning from complaints. Creating a learning from complaints programme, so that all learning reported is considered and the impact of service improvement is understood and recorded
- Continue to improve performance to timescale. Making sure that we do not break our promise to customers and responses are timely and effective
- Make the complaint procedures more outcome focussed. Resolving the complaint and finding solutions should be at the centre of all investigations
- Improve efforts to increase the number of compliments recorded. The Complaints Team will promote the procedure for recording compliments and support directorates to ensure that more of the compliments received are properly recorded and reported.

2. KEY HEADLINES – 2019/20

1,372
complaints
received

More complaints were received.
(1,372 in 2019/20 compared with 1,275 in 2018/19, which is an increase of 7 %)

Fewer compliments were received.
(794 in 2019/20 compared with 844 in 2018/19, which is a decrease of 6 %)



More complaints were upheld; at 365 or 27%.
(305 or 25 % upheld 2018/19)

More complaints were responded to within timescales.
(89 % in 2019/20 compared with 87 % in 2018/19)



Seven complaints were investigated by the Local Government and Social Care Ombudsman.
(14 in 2018/19 in comparison)

Fewer complaints around quality of service.
(632 compared to 711 in 2018/19, a decrease of 11 %)



More complaints regarding actions of staff.
(199 compared to 168 in 2018/19, an increase of 18 %)

More complaints relating to Finance and Customer Services and Housing Services Directorates.



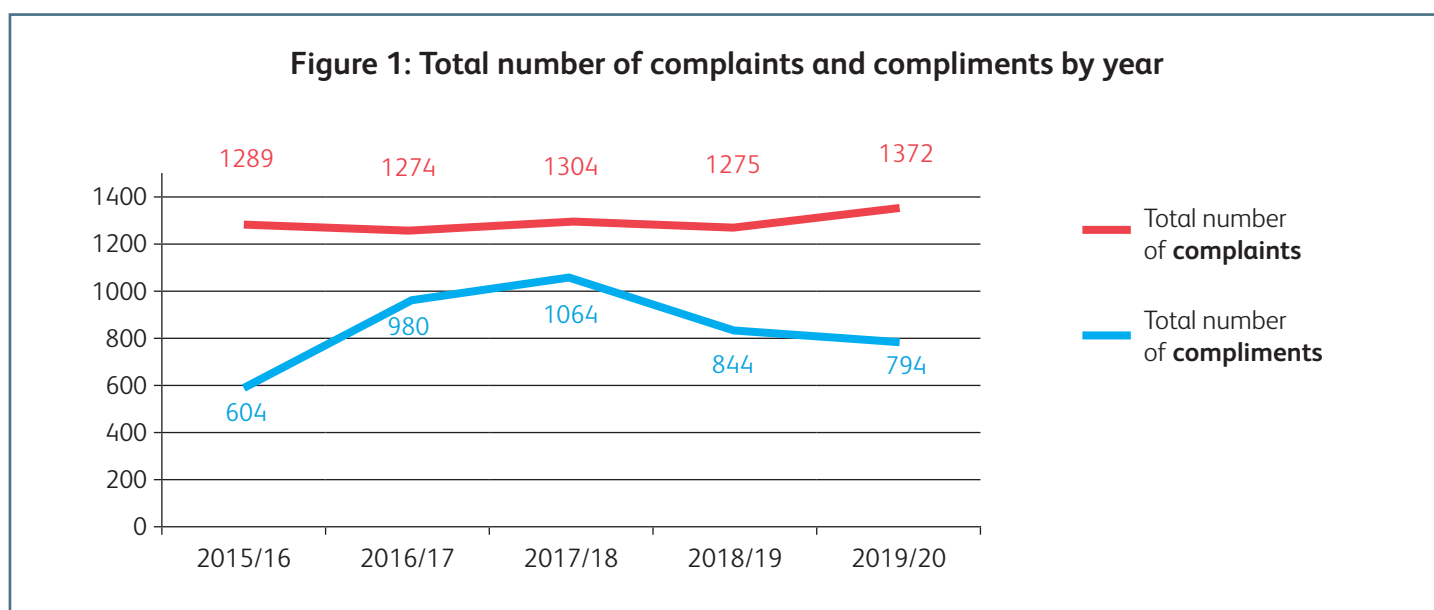
Fewer complaints relating to Adult Social Care, Children's and Young People's and Regeneration and Environment Services.

Fewer escalations through the complaint procedure.
(35 or 3 % compared to 55 or 4 % in 2018/19)



3. OVERVIEW

3.1 Summary



In 2019/20, the overall number of complaints received by the Council increased by 7%, going from 1,275 in 2018/19 to 1,372. This increase is the highest number in five years, an increase of 97 complaints following a small decrease the previous year.

The Council provides a wide variety of services to over 263,400 residents. In this context, 1,372 complaints are only a fraction of the number of customer interactions occurring each year (see Appendix Two which provides an indication of the number of customer contacts received through the Council's customer service centres).

The number of compliments recorded by the Council decreased, from 844 in 2018/19 to 794 (a decrease of 6%). It is not considered that the decrease in numbers received is indicative of a reduction in customer satisfaction in Council services, rather it is evidence of a lack of engagement of staff in the process of recording the compliments they receive. It may be that, although compliments continue to be received, they are not being passed on to be recorded. In response, staff will be reminded of the process to make sure that as many compliments are recorded as possible.

It is recognised that both compliments and complaints procedures need to be easy and accessible for customers to allow them to provide valuable feedback.

The Council departments that saw an increase in complaints from the previous year, and were responsible for the increase overall, were Housing, Finance and Customer Services and Public Health. Housing increased by 26%, 439 to 551, Finance and Customer Services increased by 41%, 129 to 182 and Public Health, 1 to 4.

The departments that saw a decrease in the number of complaints received were Children and Young People's Services, who saw the biggest decrease, from 200 to 147, 27%, followed by Adult Social Services, from 87 to 72, 17%. Regeneration and Environment Services also decreased, but only from 413 to 411, and Assistant Chief Executive's also saw a decrease from 6 to 5. It should be noted that the decrease in social care complaints is a continuing trend, in 2017/18 Children and Young People's Services received 258 complaints. Adult Social Services received 101 in 2017/18 and 115 in 2016/17.

The following diagrams show the breakdown of complaints and compliments by Directorate in 2018/19 and 2019/20.

Figure 2: Total number of complaints by Directorate – 2018/19 and 2019/20

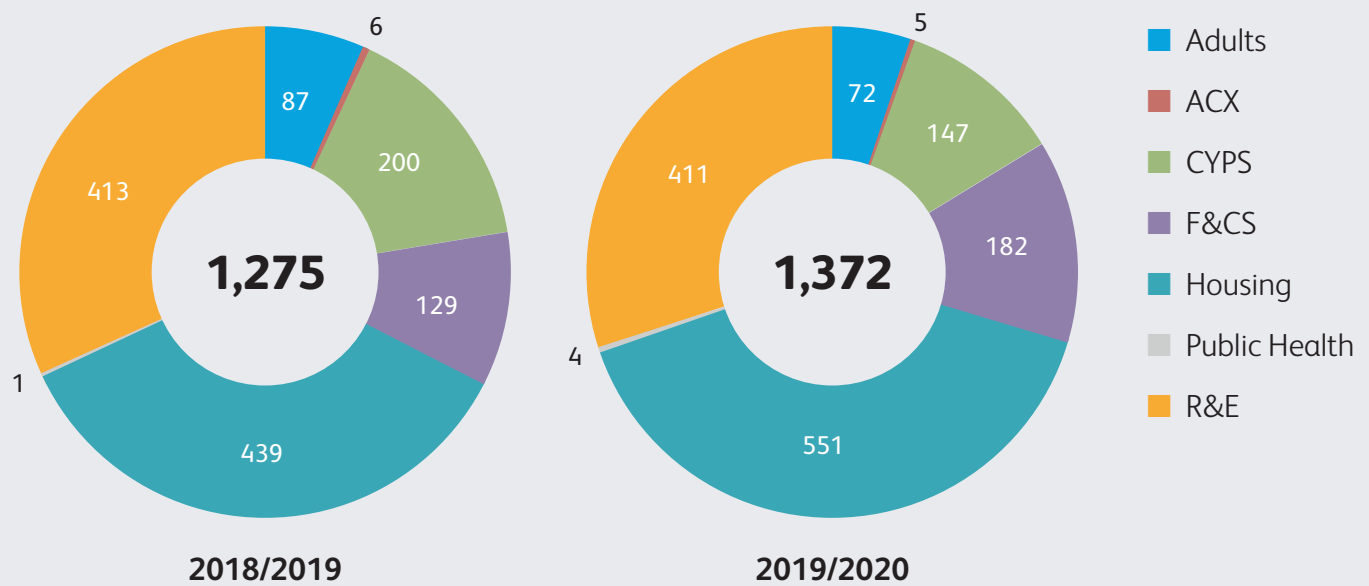


Figure 3: Total number of compliments by Directorate – 2018/19 and 2019/20

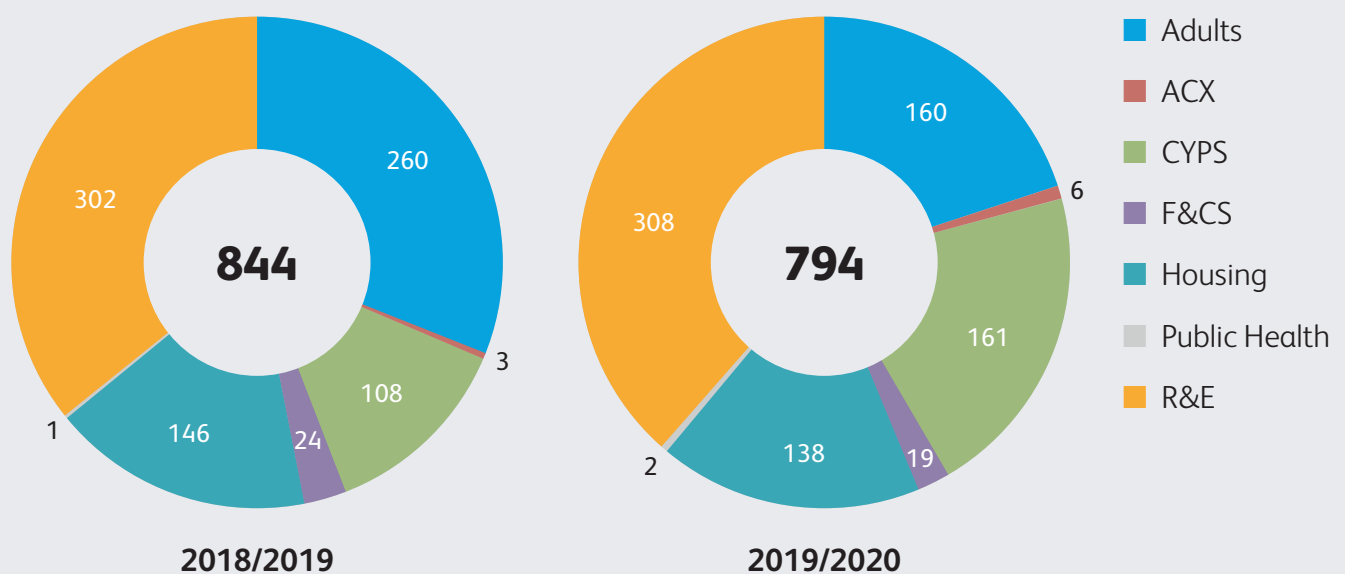
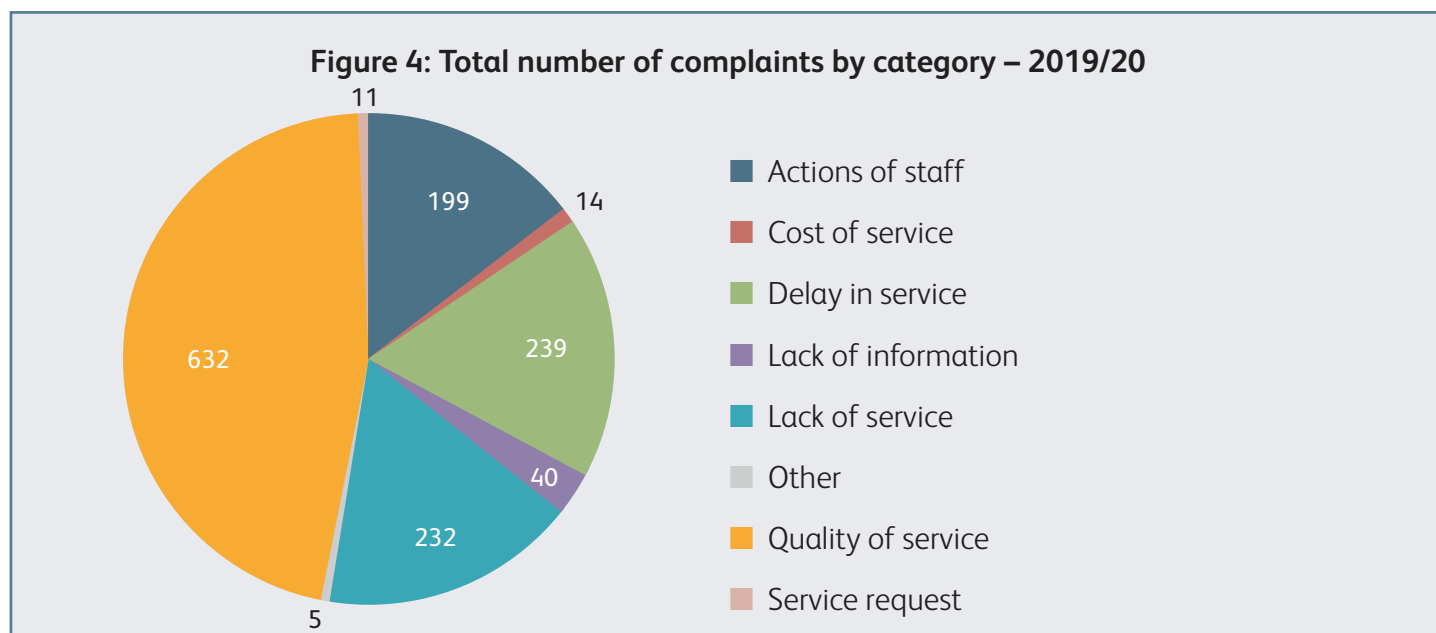


Figure 2 demonstrates that the two highest areas for complaints were Housing and Regeneration and Environment Services. This is consistent with previous years' figures, as these areas typically receive the highest volume of complaints. They deal with largest number of customers and are responsible for a high number of service transactions over the year. Please see Appendix Two for an indication of the volume of yearly transactions, in which a large proportion relate to these areas.

The number of complaints received tends to correlate to the number of customers that are served by the directorate. Therefore, a directorate receiving a higher volume of complaints is not necessarily reflective of poor performance and should be understood within the context of services provided.

As part of the process of monitoring and handling customer feedback, the Complaints Team is responsible for categorising complaints based on the subject matter. The following diagram outlines the categories of complaints received in 2019/20:



Approximately 46 % of all complaints were categorised as quality of service. Complaints within this category have decreased from 711 in 2018/19 to 632 in 2019/20 (a decrease of 11 %).

Delay in service also accounted for the second highest category of complaints, with 239 complaints (or 17 %) falling into this category. Although the numbers of complaints in categories quality of service and actions of staff were significant across all directorates, the majority of the complaints categorised as delay in service were again within Housing Services, with 133 of the 239 complaints in this category (see section 7).

In addition to reporting against general subject areas there is a need to report complaints in more detail to directorate and service management teams. To assist with this level of reporting additional complaint classifications were developed, reviewed at year end, and updated. These are service specific and more accurately reflect the types of complaints received. Examples of the most common complaint types recorded by this classification are as follows:

- Garage repair issue
- Damp issues in council properties
- Call Waiting Times
- Rent Arrears
- Repair quality
- Missed repair appointment
- ASB Management
- Brown bin
- Repair delay
- Missed/non-collection of wheeled bins.

For further detail around directorate complaint trends please see sections 5 to 11 of the report.

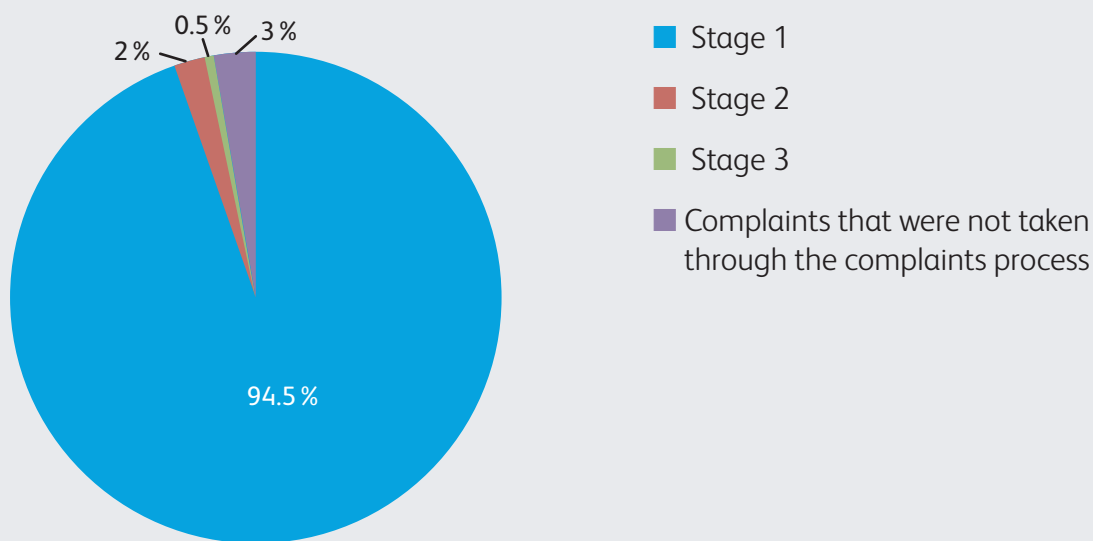
It should also be noted that slightly more complaints were upheld, this is where we have investigated and found a problem with the service we have provided, 365 or 27 % (305 or 25 % upheld 2018/19) of all complaints. Again, please see sections 5 to 11 for more detail of upheld complaints by directorate and how we have learnt from upheld complaints.

3.2 Dealing with Complaints

The Council follows four different complaints procedures: housing, children's social care, adult social care, and the corporate complaints procedure. The social care complaints procedures are legislative and have individual statutory requirements about how complaints are dealt with.

A relatively small portion of complaints are not taken through the formal complaint's procedure (referred to as informal complaints). These are complaints that are in relation to council policy or decisions that have been formally approved in Cabinet. In these cases, the complaint is not taken through the formal procedure as it cannot be upheld, however all complainants receive a formal (written) response. This report includes these complaints in the overall total figures. In 2019/20, this amounted to only 40 (3%) out of a total of 1,372 complaints.

Figure 5: Percentage of complaints escalating through the complaints procedures

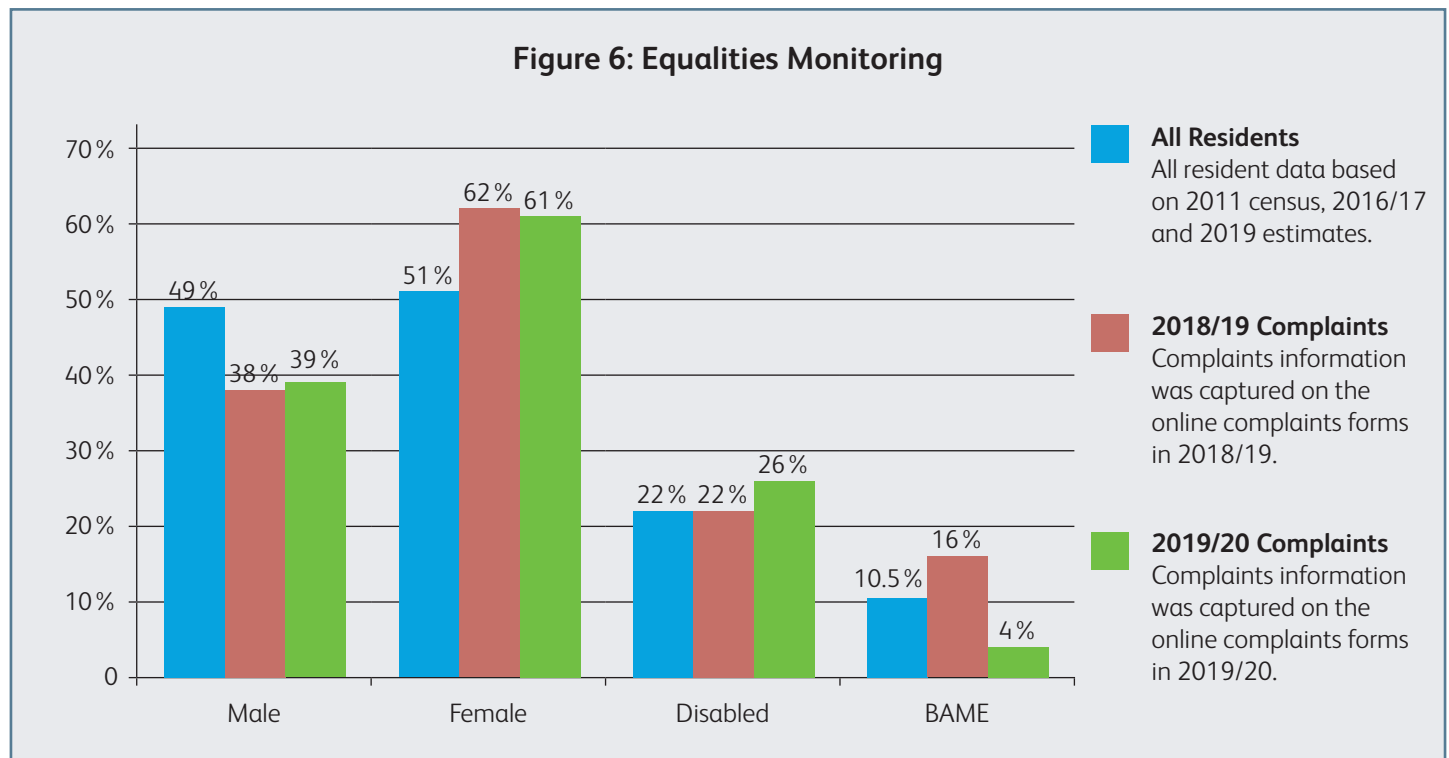


The diagram above outlines the number of complaints that reached the various stages of the complaint's procedures.

The extent to which complaints escalate through the complaint's procedure is an important measure, as it is preferable to find resolutions for customers at the earliest possible stage. As shown in figure 5, the majority of complaints (94.5%) were resolved at stage 1 (only 31 were escalated to stage 2, compared with 44 in 2018/19).

3.3 Equalities Monitoring

Following the Council's Equalities and Diversity Peer Review in October 2017, it was agreed to start recording the demographics of customers making formal complaints. This information will be used to ensure that the complaints process is fair and accessible for all customers.



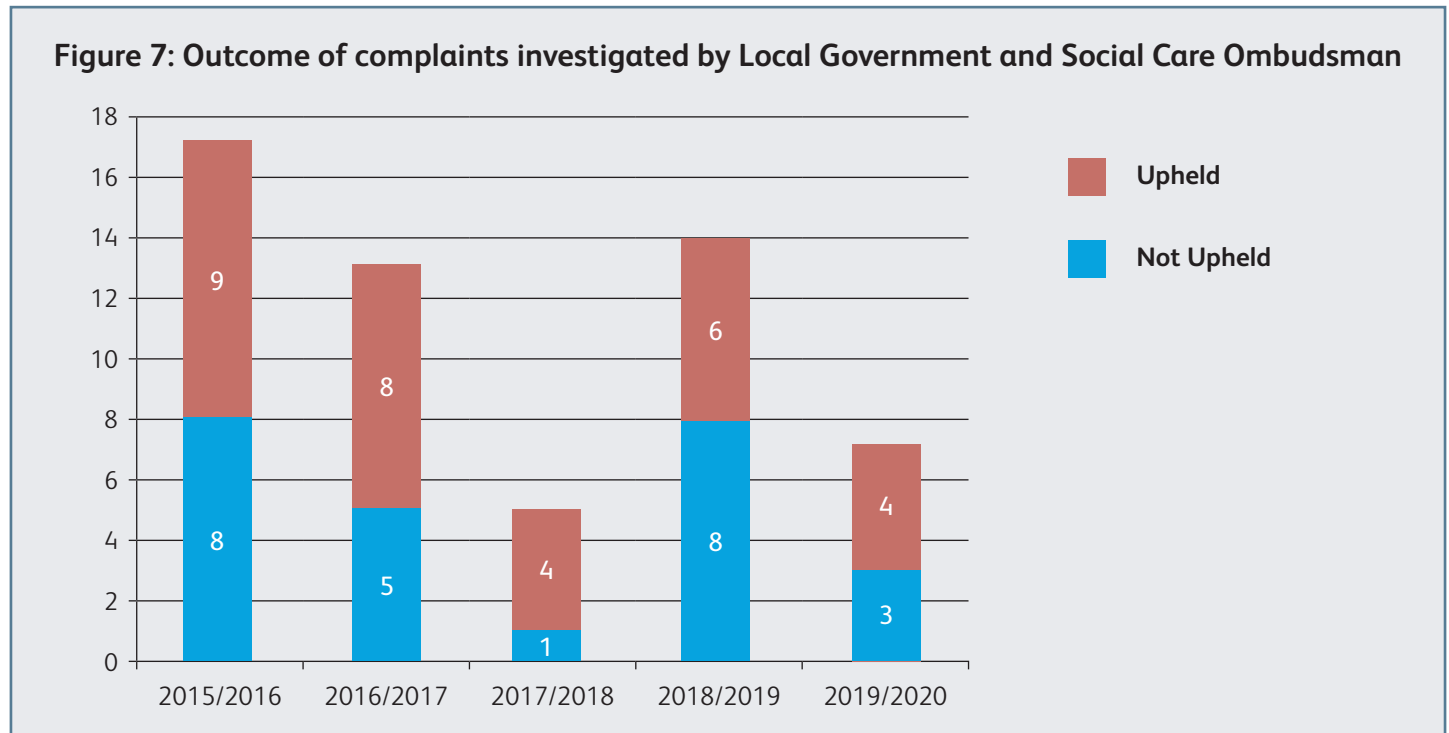
The information received indicates that more female customers complained about Council services in 2019/20. All directorates apart from Adult Social Services recorded a higher number of female complainants. For example, in Housing Services the percentage of female complainants was 71 % and Children's and Young People's Services it was 75 %.

It is also noted that numbers have increased for those customers who are disabled, and it is slightly above the average for all residents. In addition, the number of BAME customers who have made a complaint has decreased and it is lower than the average all residents figure.

The Complaints Team will continue to develop and monitor the information in 2020/21 with a view to providing more detailed analysis in respect of complaint trends and report them to monthly and quarterly management meetings.

3.4 Local Government and Social Care Ombudsman

If complainants are not satisfied with the outcome of their complaint as investigated through the Council's complaints procedures, they can involve the Local Government and Social Care Ombudsman (LGSCO). 72 complaints and enquiries were directed to the LGSCO in 2019/20, and of these, the LGSCO investigated 7. Figure 7 (see below) provides some context; on average, approximately 11 complaints were investigated by the LGSCO per year between the financial years of 2015/16 and 2019/20.



In 2019/20 less complaints were investigated and less complaints were upheld by the LGSCO than in the previous year. This is less than the five-year average of 11 and is the lowest since 2017/18. It is positive that the number investigated and upheld has reduced, as this would indicate a successful complaint resolution by the Council overall and that the majority of complaints are responded to through the complaint stages.

Appendix One outlines the LGSCO decisions for the Council for 2019/20 and how these compare with 16 statistical neighbour councils. In 2019/20, the Council had the joint lowest number of complaint investigations compared to its statistical neighbours, 16 other local authorities. In addition, its upheld rate at 57%, based on the total investigated, was below the average of 67% for similar local authorities.

Furthermore, it shows that the majority of complaints that were brought to the LGSCO (66 considered) were deemed invalid or incomplete, referred back for local resolution or closed after initial enquiries. This along with the relatively low number of investigations reflects positively that the Council's complaints procedures are working effectively to find fair and appropriate local resolutions.

Of the four complaints that were investigated and upheld by the Local Government and Social Care Ombudsman, three were in Children and Young People's Services, and one was in Regeneration and Environment.

3.5 Housing Ombudsman

From April 2013, the Housing Ombudsman has dealt with all complaints from tenants regarding social housing. There were two decisions made by the Housing Ombudsman in 2019/20, one was upheld and one was upheld in part.

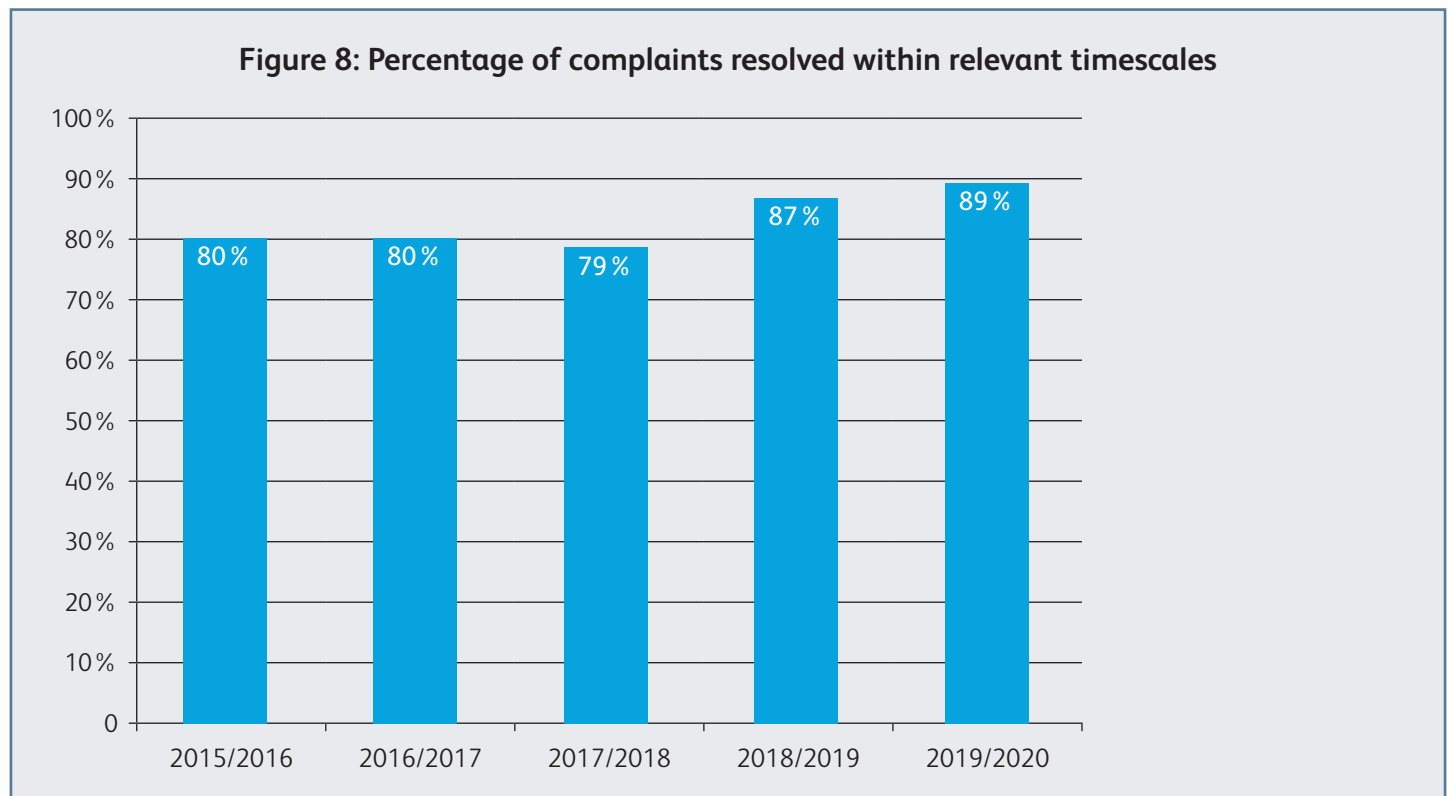
The upheld complaint was regarding the timeliness of repairs to a council property, the Council was asked to apologise and pay £150 in compensation.

4. PERFORMANCE

4.1 Performance Overview

Performance is monitored through regular (weekly, monthly, and quarterly) performance reports presented to Directorate Leadership Team meetings and Service Management Team meetings.

The following graph compares the overall Council performance against timescales for the past five years:



Performance again increased at 89 % of complaint responses within target timescale. This is the best performance in the last five years (87 % were responded to within timescales in 2018/19). There has been a continued effort made across all Council services to improve performance to timescales, and the improvements in children's safeguarding and waste management have been maintained.

4.2 How we are improving

Improving the way that complaints are dealt with requires a whole council approach, with services prioritising complaints and making improvements based on the feedback from customers. Therefore, it is the responsibility of every service to make responding to complaints and learning from customer feedback a priority.

A number of service improvements have been made over the year based on feedback from our customers. Key themes of service improvements have included the training and performance management of staff; reviews of processes and policies; and the revision of communication materials. Examples of case studies where service improvements have been made based on complaints are outlined within each Directorate section.

Further work will be undertaken in 2020/21 to continue to improve the approach to dealing with complaints. This is outlined in the 'Next Steps, 2020/21' section at the end of this report.

5. ADULT SERVICES

Figure 9: Total number of complaints and compliments relating to Adult Social Care

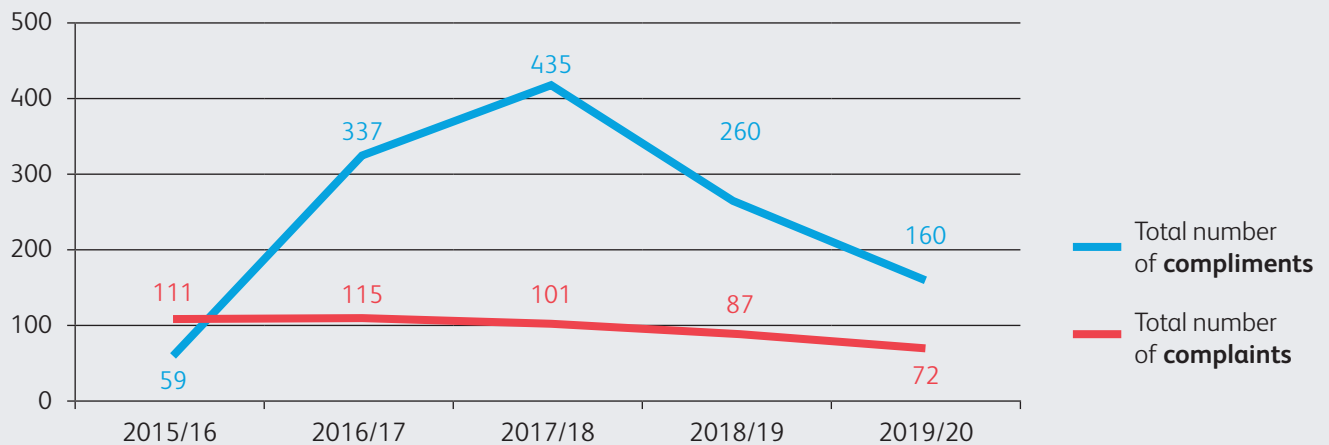


Figure 10: Percentage of complaints about Adult Care Services closed in timescales

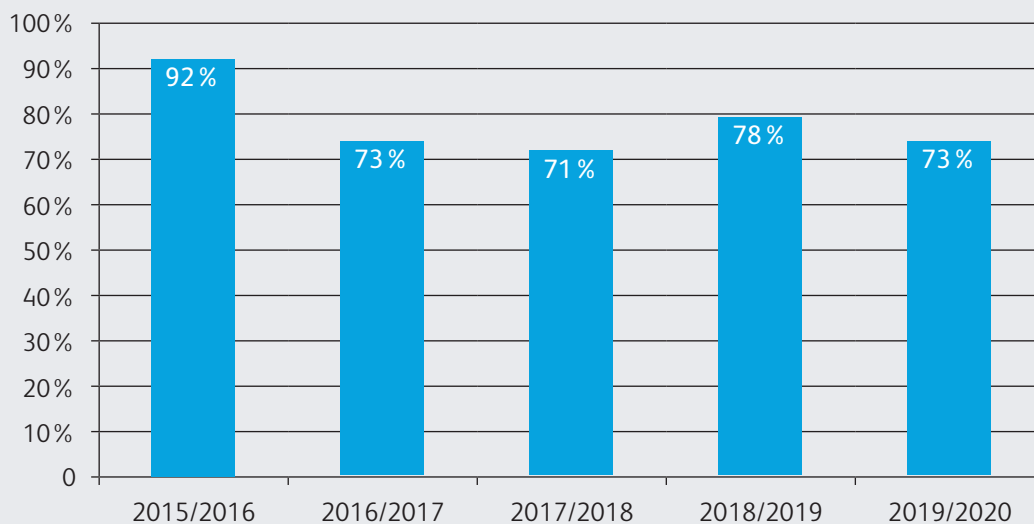
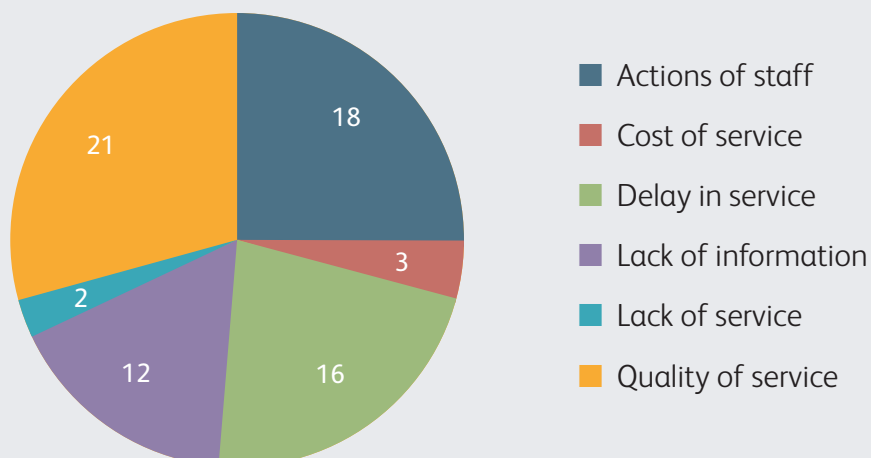


Figure 11: Complaints about Adult Services by category – 2019/20



5.1 Key Headlines

17%

fewer
complaints
received

**Fewer complaints
about Adult Services
were received.**

(72 in 2019/20
compared with
87 in 2018/19)

**Fewer compliments
were received about
Adult Services.**

(160 in 2019/20
compared with
260 in 2018/19)

38%

fewer
compliments
received



**More complaints
were upheld.**

(15 in 2019/20
compared with
14 in 2018/19)

**73% of complaints
were responded to
within timescales.**

This is below the council's
five year average of
83 % and less than
2018/19, 78 %.



**One Ombudsman
complaint decision
was received.**

It was not upheld.

**21 of 72 complaints
were regarding quality
of service and 18 were
regarding actions of
staff.**



Prevalent themes which emerged specifically within upheld and partially upheld complaints for Adult Services complaints were:

- Disagreements over the outcome of an assessment / review
- Poor communication
- Outcome of safeguarding investigations / the way that they were conducted
- Delays in the assessment / review process.

In addition, the small reduction in complaints can be attributed to continued improvements in the way in which low level concerns can be raised and quickly resolved through the department's Access service. It is also noted that complaints around charging and the cost of services reduced (16 in 18/19 to 3 in 19/20).

Examples of some of the compliments received for Adult Services in 2019/20:

"The member of staff was polite, professional, effective & extremely efficient in dealing my enquiry"

"The member of staff has shown passion and a deep commitment to her job and I would like it known that we all appreciate her effort and dedication."

"All the staff were really nice, made me feel welcome and made my experience there amazing."

"I would like to express my gratitude for the efficient and kind way in which staff assisted me."

5.2 Lessons Learned

Adult Services made several service improvements based on customer feedback in 2019/20. An example of these improvements is outlined in the case study below:

The Complaint

Customers raised concerns about a consultation exercise in respect of Non-Residential Charging Policy. They were unhappy that more could have been done to promote the exercise and more could be done to support residents to help them to respond to the exercise.

What did we do?

A response was provided directly to the customers who made the complaint to address the issues that they had raised. From considering their complaint we were able to identify improvements for future exercises, such as.

- Making sure easy read information available from the start
- Holding consultation meetings throughout Rotherham
- Holding consultation meetings throughout the time period of the consultation
- Informing and holding information meetings early in the process with organisations so they are better placed in supporting Rotherham residents.

Who is better off?

Improvements to the way the Council engages with affected residents through consultation exercises will benefit all current and future users of Adult Social Services in Rotherham. Through better more meaningful consultation, obtaining the views of the right people at the right time, the Council is able to make sure services meet the specific needs of residents in Rotherham.

6. CHILDREN AND YOUNG PEOPLE'S SERVICES

Figure 12: Total number of complaints and compliments about Children and Young People's Services

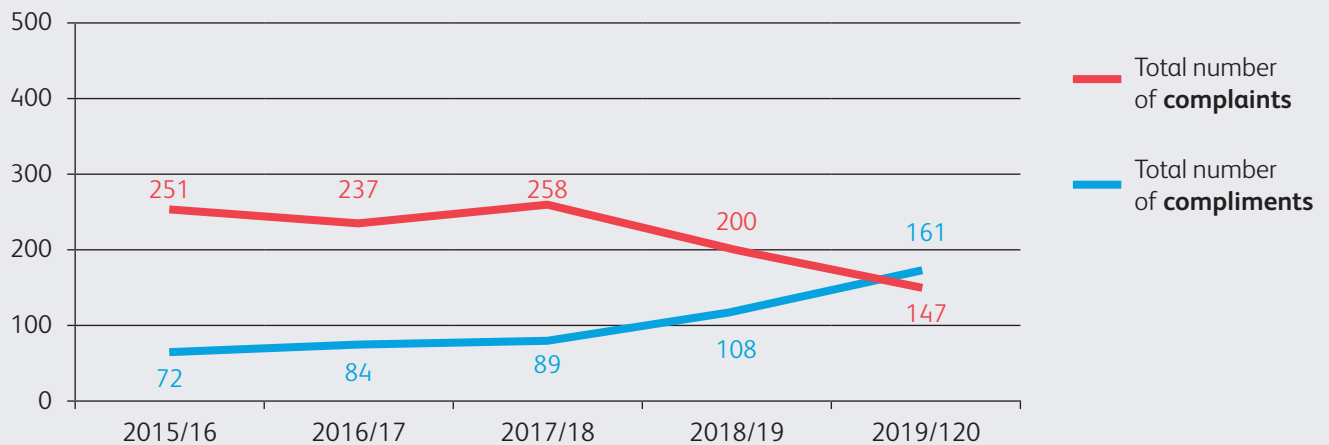


Figure 13: Percentage of complaints about Children and Young People's Services closed within timescales

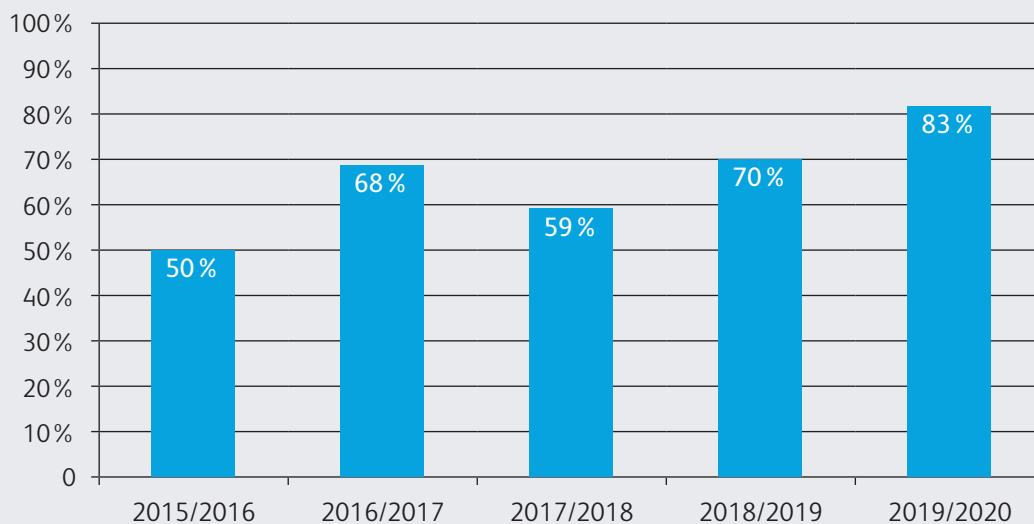
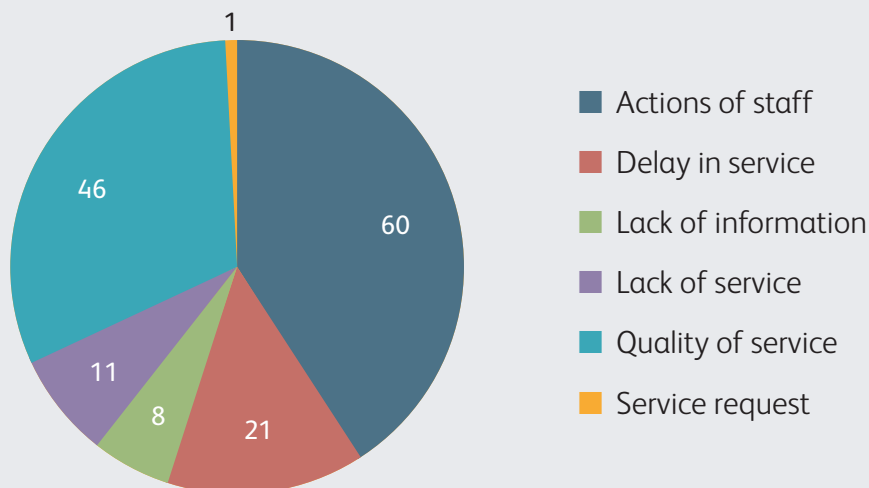


Figure 14: Complaints about Children and Young People's Services by category – 2019/20



6.1 Key Headlines

27%

fewer
complaints
received

Fewer complaints about Children and Young People's Services were received.
(147 in 2019/20 compared with 200 in 2018/19)

More compliments were received about Children's and Young People's Services.
(161 in 2019/20 compared with 108 in 2018/19)

49%

more
compliments
received



More complaints were upheld.
(25 in 2019/20 compared with 23 in 2018/19)

83% of complaints were responded to within timescales.
This is a significant increase on 70% in 2018/19 and is best ever performance.



Five Ombudsman complaint decisions were received.
Three were upheld and two were not upheld.

Most complaints were regarding actions of staff, 60 of 147.
Followed by quality of service, 46 of 147.



Prevalent themes which emerged specifically within upheld and partially upheld complaints for Children and Young People's Services complaints were:

- Disagreements with decisions made and the outcome of assessment
- Delays in preparing reports or assessments
- Delays/difficulties with communication.

In addition, the reduction in complaints can be attributed to the way in which managers have been encouraged and supported to address concerns at the earliest opportunity, so that any problems can be resolved before they enter into the formal complaint procedure.

Examples of some of the compliments received for Children & Young People's Services in 2019/20:

"Big thank you for all she has done and the support. The boys couldn't be happier and has made a massive difference to their lives"

"She is open and honest and without her things would be different, my children might have been removed from my care. She challenges me respectfully and listens. I did not think we needed CYPS involvement, but the worker has made a positive impact on me and my family."

"Well what can I say, doing this 10-week parenting course has not only helped and opened my eyes, but also gave me a new perspective on parenting. It's not a stiff, boring, dreary classroom environment, it is full of fun and if you're willing to open up to change, it's going to be life changing for your family life. Can't thank you enough for the support"

6.2 Lessons Learned

Children and Young People's Services made several service improvements in 2019/20 following the feedback from customers. An example of this is outlined in the case study below:

The Complaint

A complaint was investigated by the Local Government & Social Care Ombudsman about the support provided to grandparents when they cared for his grandson following his birth. Children's social care would not ordinarily be involved in such a case but there was a complex background to this case. The Council did not correctly establish the couple as friends and family foster carers which led to a loss of financial support during this period.

What did we do?

As well as providing the appropriate financial support to the couple concerned, a review of the current policy was undertaken to make it clearer for both employees and carers when support would be offered and how this would be paid. The service also carried out dip sampling, offered lunchtime briefings as well as staff meetings to aid learning and development. The Fostering Service are now more proactive and visiting teams (virtually) on a regular cycle to offer advice/support and to keep open communication so that the subject remains live and in the fore of our thinking. Children & Young People's Services are now confident that social workers are clear on the processes to follow should this fall into a Regulation 24 placement.

Who is better off?

Carers are receiving more information and advice as well as financial support. The Local Government & Social Care Ombudsman was satisfied with the Council's actions following their recommendations and received assurances that the risks of recurrence were minimised.

7. HOUSING SERVICES

Figure 15: Total number of complaints and compliments about Housing Services

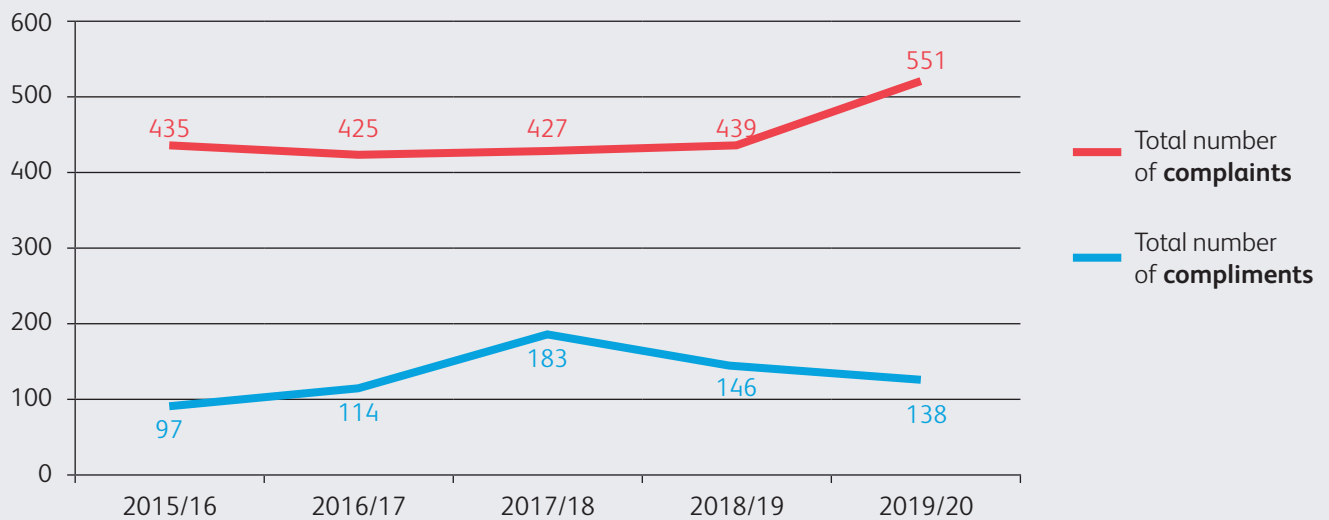


Figure 16: Percentage of complaints about Housing Services closed within timescales

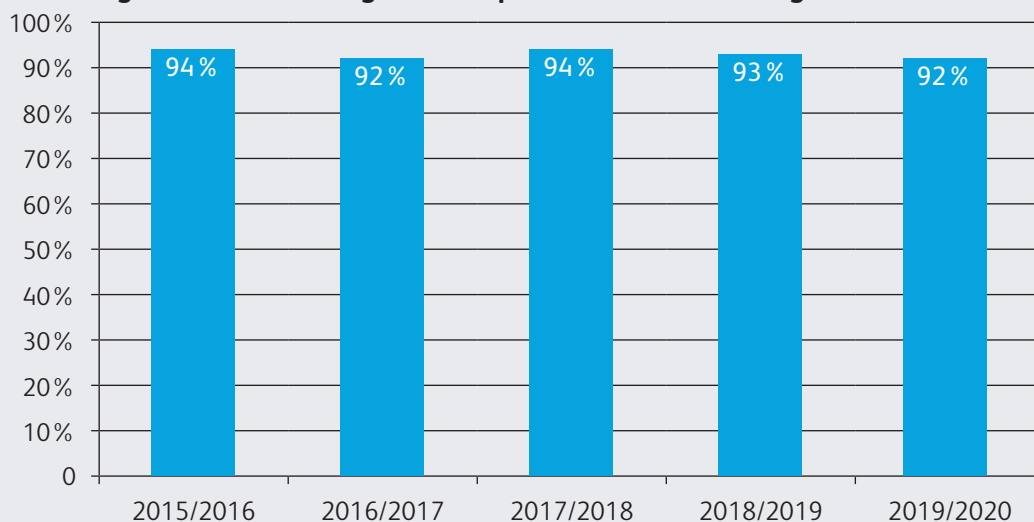
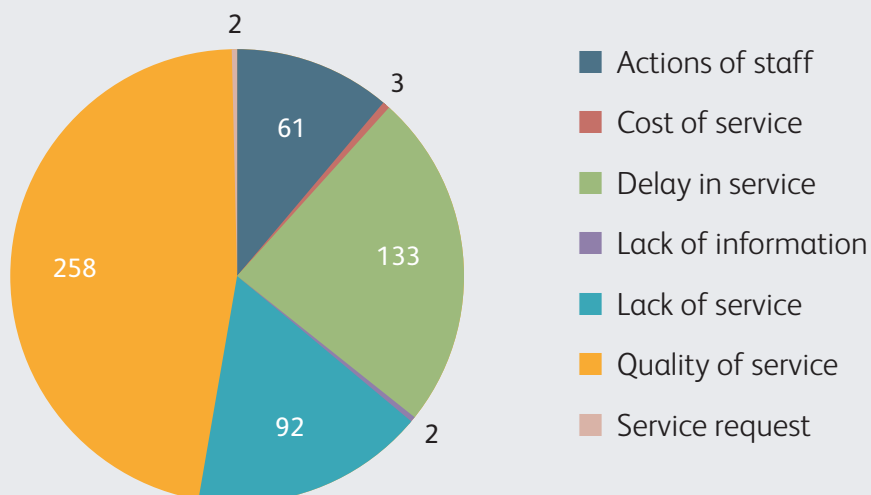


Figure 17: Complaints about Housing Services by category – 2019/20



7.1 Key Headlines

26%

more
complaints
received

More complaints about Housing Services were received.
(551 in 2019/20 compared with 439 in 2018/19)

Fewer compliments were received about Housing Services.
(138 in 2019/20 compared with 146 in 2018/19)

5%

fewer
compliments
received



More complaints were upheld.
(169 in 2019/20 compared with 129 in 2018/19)

92% of complaints were responded to within timescales.

This is significantly above the five year council average of 83 % but is slightly lower than 2018/19, 93 %.



Two Ombudsman complaint decisions were received. **One was upheld and one was partially upheld.**

Almost half of complaints were regarding quality of service.

258 of 551 complaints. 133 complaints were regarding delay in service.



Prevalent themes which emerged specifically within upheld and partially upheld complaints for Housing Services complaints were:

- Issues relating to repairs: specifically, regarding repeated repairs and the quality of workmanship
- Delays in service, most specifically concerning repair delays and missed appointments
- Rent arrears and how correspondence is perceived as 'intimidating,' and issues regarding the set-up of Direct Debits
- There is a common theme of managing customer expectations via communication and correspondence.

In addition, the increase in complaints can be attributed to four main complaint types, repair delays, missed appointments, roof leak/gutter and damp issues. These issues are all connected to the amount of rain and bad weather experienced in at the end of 2019 and at the start of 2020. Having to respond to emergency repairs and not being able to complete external repairs impacted on the repairs service overall, resulting in complaints about delays and missed appointments and not just those directly connected to the high rainfall or strong winds.

Examples of some of the compliments received for Housing Services in 2019/20:

"Outstanding piece of work, insightful, proactive and incredibly resourceful. Thank you for going the extra mile - well done and thank you"

"Always gone above and beyond to advise me. A more helpful, caring, respectful professional housing officer would be impossible to find"

"Everyone you've dealt with on my patch can't stop singing your praises. Whatever you are doing you are doing it really well"

7.2 Lessons Learned

Housing Services made several service improvements based on customer feedback in 2019/20. An example of these improvements is outlined in the case study below:

The Complaint

A next of kin received rent demands two and a half weeks after the death of her mother, despite notifying various Council departments of her bereavement the day after her mother died. After phoning Income Revenue to make a complaint the daughter was informed that the system automatically generates late rent demand letters. The complainant requested that the software be improved in order to avoid upsetting relatives so close to the time of death and funeral. Furthermore, it was discovered that the termination documents were sent to the wrong email address, incurring a delay.

What did we do?

An apology was given, the termination form was sent to the correct email address and notice to terminate was backdated to the original contact date. At the time of the complaint sensitivity to prevent letters being generated was only added to the account once the termination form had been received. As a result, the sensitivity to prevent letters being generated is now applied immediately following the initial contact.

Who is better off?

All next of kin who are dealing with a bereavement will now avoid receiving rent demand letters at a particularly upsetting time, due to the change in process of applying sensitivity to the process.

Housing Services are also working on the following key service improvements:

- The move to a recorded telephone system in income revenue. This will support staff in their customer handling, and aide evidence in complaint responses
- The Charter for Social Housing Residents Social Housing White Paper was released November 2020, which provides reforms to improve social housing and give residents a greater voice.

8. REGENERATION AND ENVIRONMENT SERVICES

Figure 18: Total number of compliments and complaints about Regeneration and Environment Services

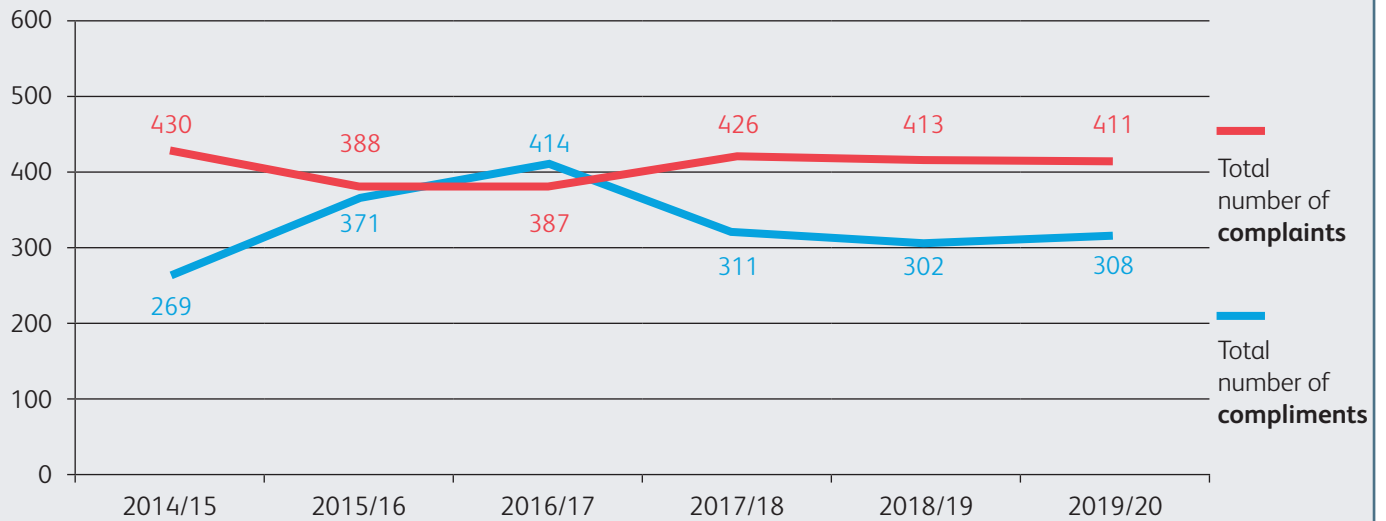


Figure 19: Percentage of complaints about Regeneration and Environment Services closed within timescales

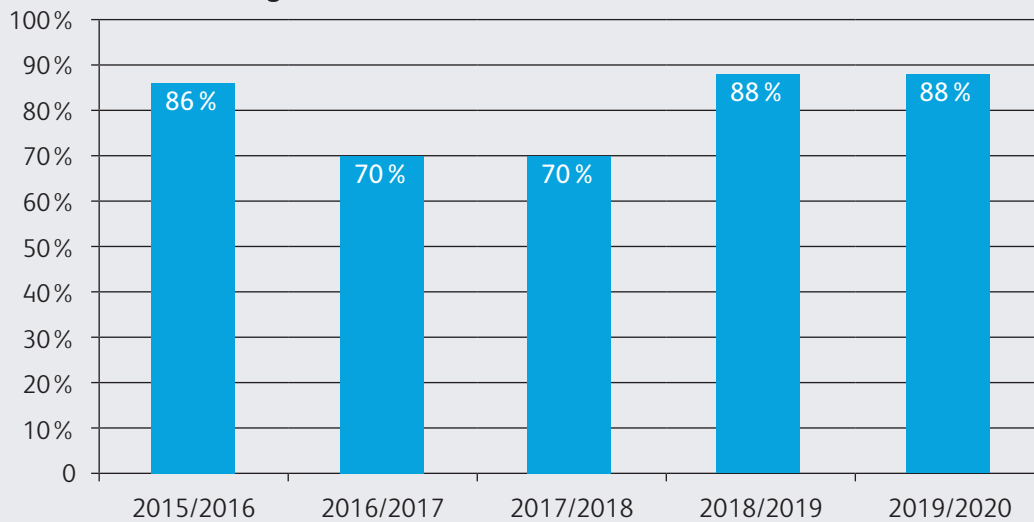
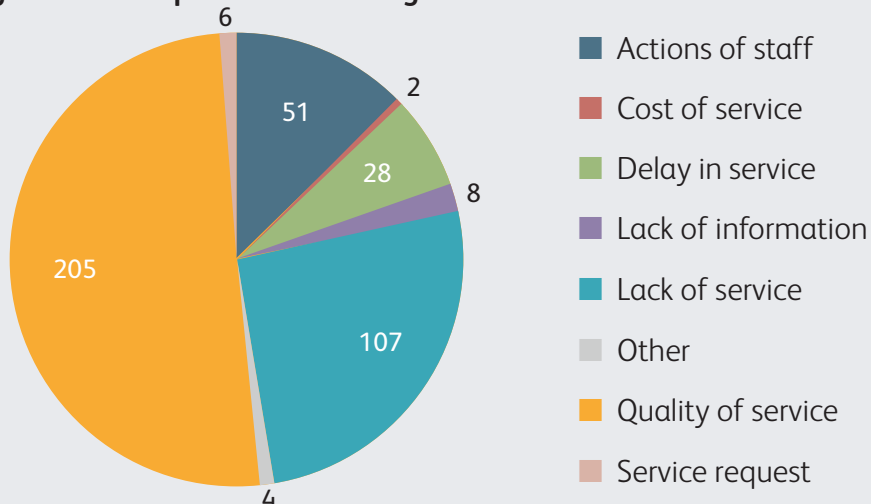


Figure 20: Complaints about Regeneration and Environment Services by category – 2019/20



8.1 Key Headlines

0.5%

fewer
complaints
received

**Fewer complaints
about Regeneration
and Environment
Services were received.**

(411 in 2019/20
compared with
413 in 2018/19)

**More compliments
were received about
Regeneration and
Environment Services.**

(308 in 2018/19
compared with
302 in 2018/19)

2%

more
compliments
received



**More complaints
were upheld.**

(122 in 2019/20
compared with
107 in 2018/19)

**The same number of
complaints responded
to within timescales.**

(88 % in 2019/20
compared with 88 %
in 2018/19)



One Ombudsman
complaint decision
was received.
It was part upheld.

**Over half of
complaints were
regarding quality
of service.** (205 of
411 complaints).
107 complaints were
regarding the lack of
service.



Prevalent themes which emerged specifically within upheld and partially upheld complaints for Regeneration and Environment Services were:

- Missed bin collections and complaints about bins not being returned to the correction location as a result of the rollout of introduction of new waste and recycling collections
- Delay in delivery of garden waste bins following subscription.

In addition, the number of complaints remained almost the same as in previous years. The largest number of complaints were regarding domestic waste collections in the Waste Management service, with 198 received. In context, the next highest number of complaints received were in the Libraries and Information Hubs service with 24 received (with the most complaints regarding the facilities in libraries and then information and advice provided).

Examples of some of the compliments received for Regeneration and Environment Services in 2019/20:

“Can I take this opportunity to thank the men collecting the bins last week. I thought I had missed them and bought the bin in, then I saw they were outside. I rushed out but the men had seen what had happened and had collected it from the garden. I really appreciated that.”

“Big thank you from myself and my neighbours for prompt action resulting in homes lower down the street remaining dry ...crews worked constant in horrendous conditions, well-mannered and answered all our questions as well as they could”

“Thank you for very much sweeping the village on Friday and, in particular, the pavement and road between the Church and the village hall. A very thorough job was done which solved the safety problems as well as making it look good. Following the recent heavy rainfall and flooding, you must be a having a very busy time and I am grateful that you were able to help us once again.”

8.2 Lessons Learned

Regeneration and Environment Services made several service improvements based on customer feedback in 2019/20. An example of these improvements is outlined in the case study below:

The Complaint

Complaints were received regarding the delays in receiving garden waste bins after customers had paid for and subscribed to the service.

What did we do?

The Council arranged prompt delivery where it was identified that garden waste bins had not been delivered as they should have been.

The Council's Waste Management Service reviewed the process for transferring the details of customers who had subscribed to the Garden Waste Service from the Customer Services to waste management where bin deliveries are arranged. This identified an error which mean that the details of some customers who had subscribed for a second garden waste bin had not been transferred to the service for arrangements to be made for the bin to delivered. The process was revised to ensure that this did not happen again.

Who is better off?

Customers now receive prompt delivery of garden waste bins when they subscribe to the Garden Waste Collection Service and customers who subscribe for a second garden waste bin are processed correctly.

9. FINANCE AND CUSTOMER SERVICES

NB. The comparison for Finance and Customer Services is based on the previous four financial years only, due to the fact that Customer Services formerly sat within another Directorate.

Figure 21: Total number of complaints and compliments about Finance and Customer Services

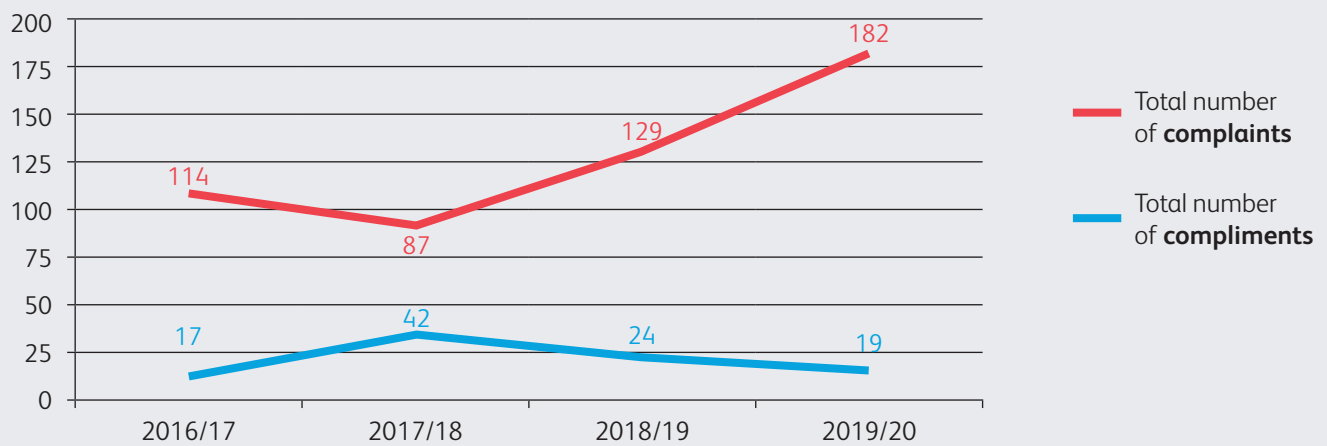


Figure 22: Percentage of complaints about Finance and Customer Services closed within timescales

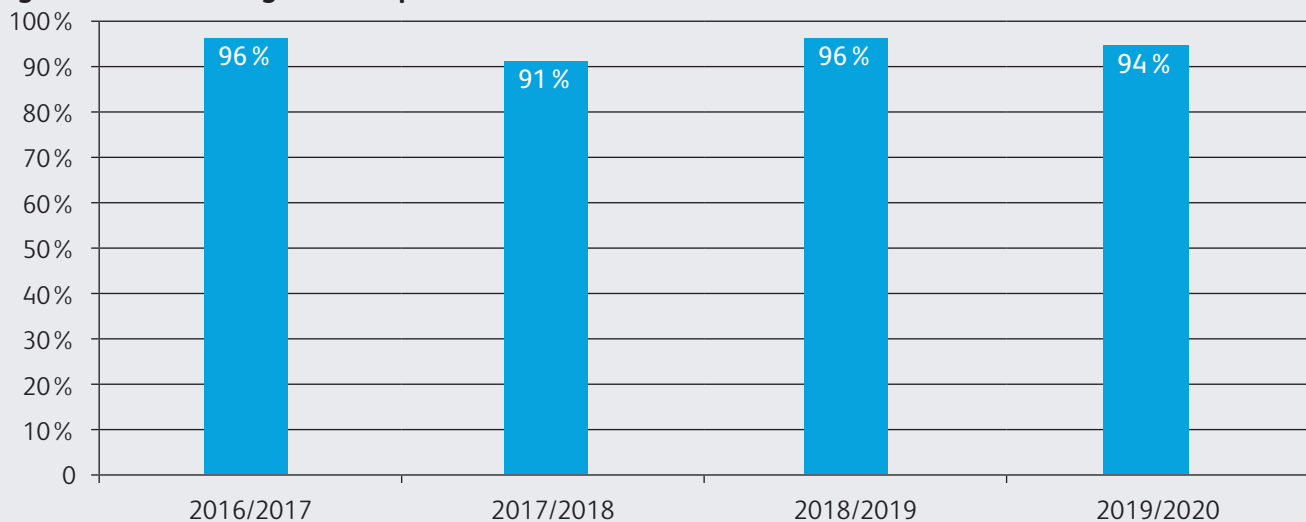
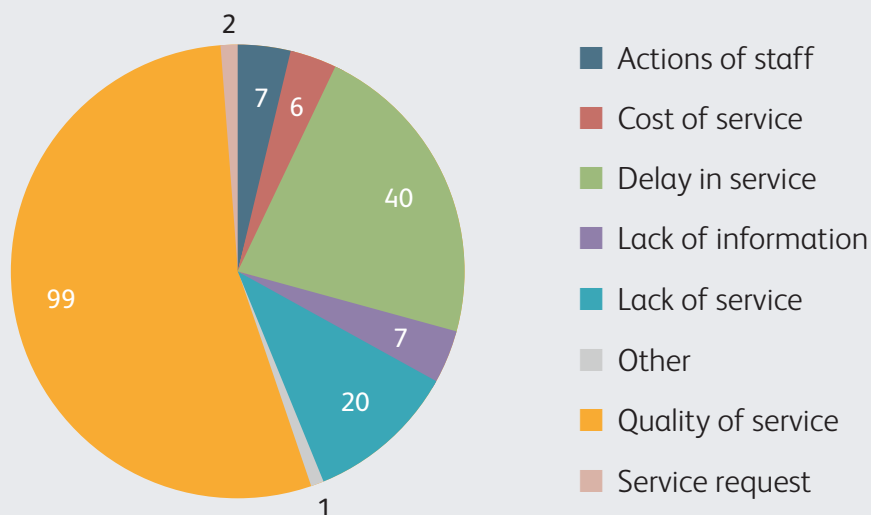


Figure 23: Complaints about Finance and Customer Services by category – 2019/20



9.1 Key Headlines

41%

more
complaints
received

**More complaints
about Finance and
Customer Services
were received.**

(182 in 2019/20
compared with
129 in 2018/19)

**Fewer compliments
were received about
Finance and
Customer Services.**

(19 in 2019/20
compared with
24 in 2018/19)

21%

fewer
compliments
received



**More complaints
were upheld.**

(33 in 2019/20
compared with
32 in 2018/19)

**94% of complaints
were responded to
within timescales.**

This is significantly
above the five year
council average of 83 %
but is slightly lower than
2018/19, 96 %.



**No Ombudsman
complaint decisions
were received.**

**54% of complaints
were regarding
quality of service.**

(99 of 182 complaints).
40 complaints were
regarding delay)



Prevalent themes which emerged specifically within upheld and partially upheld complaints for Finance and Customer Services were:

- Call waiting times for Customer Services
- Complaints about applications for Disabled Persons Parking Permits including delays.

In addition, the overall increase in complaints for this directorate can be attributed to complaints in the Customer Services department. As mentioned above these are complaints about the impact of longer waiting times on the telephone and the inconvenience these delays have caused. The other main reason for the increase was due to changes introduced nationally around the application process for Disabled Persons Parking Permits. Customers needed additional support from the council to help with the changes.

It should be noted that this increase had not carried on into the current year 20-21; the number of complaints in Customer Services has reduced significantly. This is due to the introduction of additional staff and learning and service improvement in respect of the Disabled Persons Parking Permit process.

Examples of some of the compliments received for Finance and Customer Services in 2019/20:

“Really helpful, efficient and skilled at teaching a novice how to carry out tasks; so that I’m now able to do it by myself. Wanted to highlight this to you as he is a credit to your Service!”

“We have arranged collection of some bulky items and I want to say what fantastic service we have had from an officer in that department. You have an absolute star there. Her customer service was fantastic. She just wanted to do more to help. I am sick of the constant criticism of our Council and wanted to say that the officer has demonstrated the reason we are proud to live in Rotherham”

“Good job you are all doing, thanks for helping them at this time, he said that Rotherham Council are doing a marvellous job regarding helping flood victims”

9.2 Lessons Learned

Finance and Customer Services made several service improvements in 2019/20 following the feedback from customers. An example of these is outlined in the case study below:

The Complaint

Complaints were received regarding call waiting times when customers contacted the Council regarding waste and recycling collections.

What did we do?

The Council arranged immediate call-backs for customers who had been unable to contact Customer Services.

The Council has invested in the recruitment of additional Customer Service Advisors including temporary staff to support with enquiries following the roll-out of boroughwide waste and recycling changes.

The Council has undertaken ongoing multi-skilling of staff to enable them to answer calls across all services.

Who is better off?

Customers waiting times have reduced significantly with the introduction of additional Customer Service Advisors. This has led to a significant reduction in complaints received in 2021/20.

10. ASSISTANT CHIEF EXECUTIVE'S DIRECTORATE

The Directorate is mainly comprised of services internally supporting the Council, the largest service area being Human Resources. The majority of services within the directorate only have limited contact with customers and due to the nature of services they provide they will not generate a lot of complaints or compliments.

As such, information on what was received in 2019/20 is provided in summary below.

10.1 Key Headlines

- Five complaints were received. (6 in 2018/19)
- Six compliments were recorded. (3 in 2018/19)
- Two complaints were taken through the formal complaint's procedure, two Stage One complaints.
- No complaints were upheld. (2 part upheld in 2018/19)
- No complaints were investigated by the Local Government and Social Care Ombudsman.
- 100% of complaints were resolved within statutory timescales. (40%, 2 out of 5 in 2018/19)

10.2 Complaints

The subject matter of each complaint received is listed below:

Human Resources

- Time taken to get through to the HR Helpdesk on two separate occasions (complaint made by a former member of staff).

Neighbourhoods

- A resident felt that a member of staff had misinterpreted facts about them in an earlier complaint response and wanted them recording correctly.

Democratic Services

- How a Councillor's surgery had been organised and how the council support Councillors.
- Unhappy that they had submitted a petition but had not received a response.
- Unhappy with a school admissions appeal date. That in the circumstances it should be prioritised.

10.3 Compliments

Six received

Neighbourhoods

- “I just wanted to say a personal thank you for everything that you have done and doing for our little group. There is no way without you it would be as successful as it is now”.

Complaints Team

- “I have just phoned to say thank you, the bin has been there for weeks, I only phoned yesterday, and they have taken it today”.
- “Very helpful, had gone outside and above my remit to offer assistance and I was a great ambassador to the Council”.

Human Resources

- “Been fantastic throughout the application process. The best service I have ever received prior to, during and after the interview. Liaising with J has definitely created a positive first impression of Rotherham Council”.

Democratic Services

- “Just wanted to say thank you to you both and everyone else at the Town Hall, the guides in particular were brilliant! Please pass on my thanks to everyone. The format worked really well, the food was lovely, and the room looked great, so brilliant team effort!”
- “I’m sure everyone enjoyed the event, and I hope they all felt as welcomed and encouraged as we did”.
- “The staff on the desk were very informative about the history of the town hall, mayoress and predecessors, and Rotherham as a whole. They turned what was a distressing and stressful morning for our foster child into an interesting experience. We would like to pass on our many thanks, keep up the good work!”

II. PUBLIC HEALTH

It is a statutory requirement to report annually on the complaints received for Public Health Services. Please note that the Public Health department predominately commission services and it is the commissioned service providers who will respond to any formal complaints via their own complaint procedures. The information below relates compliments and to complaints responded to by the Public Health Services directly under the council's complaint procedure.

11.1 Key Headlines

- Four (formal) complaints were received. (1 in 2018/19)
- Two compliments were recorded. (1 in 2018/19)
- Two complaints were upheld and two not upheld. (1 not upheld in 2018/19)
- No complaints were investigated by the Local Government and Social Care Ombudsman.
- 100% of complaints were resolved within statutory timescales. (100%, 1 out of 1 in 2018/19)

11.2 Complaints

The subject matter of each complaint received is listed below:

Health Care Public Health/Public Health Intelligence

- Complaint about unpaid postage on letter.
- The behaviour of the a staff member at Parkwood Healthcare and a query about a slimming programme.
- Unhappy that the council and the NHS has shared his information, as far as they are aware, without informing them.
- Unhappy that they received a letter addressed to their deceased partner.

11.3 Compliments

Two received

Health Care Public Health/Public Health Intelligence

- "The young woman who answered the phone, B, was really helpful and pleasant, a wonderful ambassador for the provision".

Health Improvement

- "Since V has come into the post, things, have moved at quite a pace. It has led to a visible increase in awareness amongst all staff. More clients are referred to the Hospital for treatment as a result".

I2. NEXT STEPS, 2020/21

During 2019/20 the numbers of complaints increased demonstrating the challenges facing the Council and the pressures on the delivery of services. The need to manage budget savings continues to change the way services are delivered and therefore negatively impact on the perceptions of residents. Therefore, it is vital that complaints are responded to in a timely manner and the complaints procedures work effectively for both customers and staff.

The following were the planned actions in 2020/21 to ensure that the way the Council deals with complaints and responds to customer feedback continues to improve.

However, it should be noted that the global pandemic, although not significantly impacting on complaints in 2019/20 (the first lockdown occurred in the last two weeks of the financial year), it has impacted complaints and the ability of the Complaints Team to deliver improvement actions in the year. Therefore, any actions not delivered will be carried forward into the next year.

Key actions include:

- In response to The Charter for Social Housing Residents Social Housing White Paper and new powers of the Housing Ombudsman, the Housing Complaint Procedure will be changed. The Complaint Policy will be amended to reflect these changes. (shorter complaint response timescales, new approach to 2nd stage complaints, strengthen the engagement of tenants)
- Working with Tenants Scrutiny panel to review Housing Complaints and to consider the changes to be introduced in response to the White Paper
- New case management system in the Complaints Team. This will include a full review of the processes around formal complaints and compliments
- Update the Complaints Policy to ensure that the way complaints are responded to is up to date and providing the best value to residents
- Complete the review of all customer complaint literature, including website information, easy read guidance and information for children and young people
- Review complaints training for staff. Continue to seek ways to deliver training to front line staff to allow them to understand the role and purpose of the complaint procedures
- Work with Management meetings in all Departments to create a learning from complaints programme. That all learning reported is considered and the impact of service improvement is understood and recorded
- Work to improve performance within statutory timescales
- Complete the procurement exercise for Children's Social Care Independent Officers
- Working with Healthwatch Rotherham to implement a Council and NHS Complaint Managers group in Rotherham.

APPENDIX ONE

Local Government and Social Care Ombudsman decisions 2019/20, Rotherham Council and statistical neighbours

Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total Investigated	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
Bolton Metropolitan Borough Council	1	0	29	19	4	3	7	56	43	67
Rotherham Council	5	0	29	25	3	4	7	66	57	67
Gateshead Metropolitan Borough Council	1	4	16	21	4	4	8	50	50	67
St Helens Metropolitan Borough Council	5	0	17	7	2	6	8	37	75	67
Doncaster Metropolitan Borough Council	0	4	25	24	2	7	9	62	78	67
Halton Borough Council	4	1	7	23	6	4	10	45	40	56
Stockton-on-Tees Borough Council	4	0	14	15	4	6	10	43	60	56
Telford & Wrekin Council	3	0	14	16	6	7	13	46	54	56
Barnsley Metropolitan Borough Council	1	1	23	15	6	8	14	54	57	67
Wigan Metropolitan Borough Council	7	3	37	21	10	4	14	82	29	67
Rochdale Metropolitan Borough Council	0	3	16	15	8	7	15	49	47	67
Stoke-on-Trent City Council	3	5	30	39	6	9	15	92	60	56
Tameside Metropolitan Borough Council	5	1	18	26	8	7	15	65	47	67
Dudley Metropolitan Borough Council	4	6	31	22	6	11	17	80	65	67
Walsall Metropolitan Borough Council	4	0	19	20	6	12	18	61	67	67
Wakefield City Council	3	2	18	28	12	7	19	70	37	67

APPENDIX TWO

Customer contacts 2019/20

Below is a summary of the customer contacts received during 2019/20 via some of the Council's key customer services. It should be noted that this document does not provide a comprehensive overview and those listed are only a proportion of the customer contacts which the Council received.

Face to face

Appointment New Claim/COA	157
Benefit Queries	1,058
Blue Car Badges	3,161
Casual Caller	32,419
Concessionary Travel	908
Council Tax	2,486
Forms and Evidence	3
Housing	8,297
Licensing	7,258
Non-Domestic Rates	46
Parking Services	330
Planning and Building	43
Rothercard	160
Total	56,326

Cashiers	16,839
----------	--------

Property shop	8,602
---------------	-------

Total	25,441
--------------	---------------

Telephony

Contact Centre Calls	639,069
Adult Services	250,205
Children's Services	245,768
Council Tax	79,014
Recovery	35,619
Benefits	32,222
Property Shop	1,775
Housing Advice	56,830
Planning	11,772
Building Control	12,730
Licensing	15,530
Total	1,380,534

Self-serve

Email accounts	26,175
Automated Payments	60,926
E forms	139,246
Kiosk	49,583
Pay Point	211,144
Internet Payments (Incl PayPal)	105,594
Unique Web Visitors	1,324,812
Total	1,917,480

Overall total	3,379,781
----------------------	------------------

Work programme – Overview and Scrutiny Management Board UPDATED: 11 February 2021

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
7 May	Financial Support for Older People's Residential Care Homes During the Covid-19 Pandemic	Pre-decision scrutiny in advance of Cabinet meeting on 11 May.	1. That Cabinet be advised that the recommendations be supported.
	Financial Support for Learning Disability Day Opportunity Providers During the Covid-19 Pandemic	Pre-decision scrutiny in advance of Cabinet meeting on 11 May.	1. That Cabinet be advised that the recommendations be supported. 2. That the thanks of the Overview and Scrutiny Management Board be conveyed to the outgoing Assistant Chief Executive, Shokat Lal, for his support the scrutiny function at Rotherham since 2016.

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
11 June	Autism Strategy	Pre-decision scrutiny in advance of Cabinet meeting on 15 June.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That a report on the implementation of the Rotherham All Age Autism Strategy and Implementation Plan 2020 -2023 be submitted to the Health Select Commission in due course.
	Support Services for Adult Survivors of Child Sexual Exploitation: Commissioning and Procurement Approach	Pre-decision scrutiny in advance of Cabinet meeting on 15 June.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That, subject to Cabinet approving the recommendations set out in the report, the benchmarking exercise by Members of Improving Lives Select Commission be continued, with interviews with Members from other authorities being prioritised to better inform the approach to the procurement process. 3. That, in view of the individual personal circumstances of victims and survivors, the specification for the contract ensure that the rereferral process be expedited swiftly to ensure that service users receive timely support.
	Finance Update and Budget Monitoring Report	Pre-decision scrutiny in advance of Cabinet meeting on 15 June.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That the Leader of the Council write to all three Members of Parliament for the borough seeking their support to lobby the Government to ensure the Council is fairly funded to respond to the impact of the Covid19 pandemic. 3. That, at an appropriate time later in the year, the

			Leader of the Council hold an all Member Seminar on the proposals for the authority's recovery from the Covid19 pandemic and the likely financial impact of proposed changes.
	Covid-19 Discretionary Business Grants Scheme	Pre-decision scrutiny in advance of Cabinet meeting on 15 June.	1. That Cabinet be advised that the recommendations be supported.
	Children's Commissioner Takeover Challenge - Hate Crime	Consideration was given to a report that had been submitted to advise the Overview and Scrutiny Management Board on the findings and recommendations that had come from the Children's Commissioner's Takeover Challenge spotlight review undertaken by Rotherham Youth Cabinet in March 2020 on Hate Crime.	<ol style="list-style-type: none"> 1. That the report and the conclusions and recommendations as outlined at Appendix 1 of the officer's report, be noted. 2. That the report be forwarded to Cabinet and partners for their consideration and to Council for information. 3. That a detailed response to the recommendations be presented to the Overview and Scrutiny Management Board and Rotherham Youth Cabinet in October 2020.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations

15 July	Financial Outturn 2019-20	Pre-decision scrutiny in advance of Cabinet meeting on 20 July.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That the Overview and Scrutiny Management Board hold a dedicated workshop to consider the financial and service implications of the Covid-19 pandemic.
	Community Energy Switching Scheme	Pre-decision scrutiny in advance of Cabinet meeting on 20 July.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That a report on further developments in respect of the Community Energy Switching Scheme be submitted to the Improving Places Select Commission in due course.
	Consultation on Public Spaces Protection Orders - Town Centre and Borough Wide Dog Fouling	Pre-decision scrutiny in advance of Cabinet meeting on 20 July.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.
	Overview and Scrutiny Annual Report 2019-20	To approve the annual report.	<ol style="list-style-type: none"> 1. That the Overview and Scrutiny Management Board receive and approve the draft Annual Report 2019-20. 2. That it be noted that membership details for 2020-21 may be subject to change following the Council meeting on the 22 July 2020 and will be reflected in the final published version. 3. That the draft outline work programme be updated following the discussion by the Overview and Scrutiny Management Board.
	Update on Work	To approve the work programme	<ol style="list-style-type: none"> 1. That scrutiny of the response to and recovery

	Programme For 2020-21		<p>from the Covid-19 pandemic be the overarching priority for 2020-21.</p> <ol style="list-style-type: none"> 2. That the initial items scheduled in the work programme for 2020-21 be approved. 3. That the Overview and Scrutiny Management Board determine which items in Appendix 2 should be retained in the work programme. 4. That the indicative headline work programme for the Select Commissions be endorsed. 5. To note that should any urgent items emerge during the year this may necessitate a review and re-prioritisation of the work programme. 6. That Scrutiny Chairs and Vice Chairs meet with Cabinet to discuss scheduling major initiatives for scrutiny during 2020-21 to inform the final work programme. 7. That discussion take place between the Chair of the Overview and Scrutiny Management Board and the Leader on pre-decision scrutiny and the role of Scrutiny in policy development in the recovery and restart from Covid-19.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations

2 September	Response to recommendations from the sickness absence workshop	To updates OSMB on the outcomes of the sickness absence workshop	1. That the report be noted.
	Children's Placement Projections	To receive an update on the Children and Young People Services (CYPS) Directorate placements spend and the development of further developments of in-house placements of Looked After Children.	1. That the report be noted. 2. That if the number of Looked After Children increases to 630 or more, then a report be presented to the Overview and Scrutiny Management Board or the Improving Lives Select Commission, whichever meeting is soonest.
	Adult Care: Budget Forecast and Savings Update	To receive an update on the forecast budget position for Adult Care, the Housing General Fund and Public Health.	1. That the report be noted. 2. That a further report on the Adult Care Budget position be brought to the Overview and Scrutiny Management Board in November 2020.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations

16 September	The Year Ahead	Pre-decision scrutiny in advance of Cabinet meeting on 21 September.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That the sub-group of the Improving Places Select Commission be established in order to feed into the planned review relating to the return to, and use of Council buildings, and that the Chair of the Overview and Scrutiny Management Board be invited to be a member of the sub-group. 3. That the sub-group of the Overview and Scrutiny Management Board on Communications be re-established in order to review how customers access council services. 4. That a sub-group of the Overview and Scrutiny Management Board be established to feed into the Council's review of its approach to Equalities.
	Voluntary Sector Infrastructure	Pre-decision scrutiny in advance of Cabinet meeting on 21 September.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.
	Advice Review and Advice Services SLA	Pre-decision scrutiny in advance of Cabinet meeting on 21 September.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.
	Annual Housing Development Report	Pre-decision scrutiny in advance of Cabinet meeting on 21 September.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.
	Town Centre Public Spaces Protection Order, and A Dog Control Public Spaces Protection Order	Pre-decision scrutiny in advance of Cabinet meeting on 21 September.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
14 October	Libraries Strategy	Pre-decision scrutiny in advance of Cabinet meeting on 19 October.	1. That Cabinet be advised that the recommendations be supported.

	Towns Fund – Town Investment Plan	Pre-decision scrutiny in advance of Cabinet meeting on 19 October.	1. That Cabinet be advised that the recommendations be supported.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
4 November 2020	SRP Annual Report	To receive the SRP Annual Report. Agreed in 2019 to invite Shakoor Adalat from the Independent Hate Crime Panel to the meeting for this item.	<ol style="list-style-type: none"> 1. That the Safer Rotherham Partnership Annual Report be noted. 2. That future reports to the Overview and Scrutiny Management Board contain historical, as well as current data for all areas of performance monitored to enable members to clearly see

			<p>changes and trends in performance.</p> <ol style="list-style-type: none"> 3. That historical data on key areas of activity be circulated to members of the Overview and Scrutiny Management Board to enable members to clearly see changes and trends in performance. 4. That future reports to the Overview and Scrutiny Management Board contain information on performance on key areas of performance in other local authority areas in order to enable members to assess how performance in Rotherham compares to performance in other local authority areas. 5. That a meeting be arranged for the Chair and Vice-Chair of the Overview and Scrutiny Management Board to meet with the Chairs of the Select Commissions to review the report further in order to highlight any further areas of concern and to consider the role of scrutiny in addressing these issues.
	Adult Care - Budget Update	Resolved at meeting on 2 September to receive a further update.	<ol style="list-style-type: none"> 1. That the report be noted. 2. That the Chair be given the discretion to request a further update to be brought to the January 2021 meeting of the Overview and Scrutiny Management Board, subject to the budget situation at that time.
	Customer and Digital Programme	To receive a progress report.	<ol style="list-style-type: none"> 1. That the report be noted. 2. That the Minutes of the discussion on the report be fed into the considerations of the sub-group of the Overview and Scrutiny Management Board on Communications, with the recommendations of the group being

			subsequently reported at a future meeting of the Overview and Scrutiny Management Board.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
18 November	Medium Term Financial Strategy Sufficiency Development Phase	Pre-decision scrutiny	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That if the assumptions that have been used in the development of the Medium-Term Financial Strategy change substantially before the Overview and Scrutiny Management Board is

			consulted on the Council's Budget proposals, then a further report be presented to the Overview and Scrutiny Management Board.
	September Financial Monitoring	Pre-decision scrutiny	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That if the financial monitoring situation worsens before the next scheduled Financial Monitoring Report is scheduled to be received, then a further report be presented to the Overview and Scrutiny Management Board.
	Equalities Review - going for "Excellent" accreditation	Pre-decision scrutiny	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That an agenda item pertaining to Equalities be added to the Overview and Scrutiny Management Board agenda on a two-monthly basis. 3. That a fact-finding Equalities sub-group convene on a monthly or as-needed basis to discuss Equalities workstreams and lines of inquiry with a view to bringing outcomes to present at Overview and Scrutiny Management Board for further scrutiny. 4. That the Equalities sub-group be comprised of a core group of Members with at least one member representing each of the scrutiny commissions, and that Members be invited to submit to this sub-group their questions or topics for discussion related to Equalities.
	SEND Sufficiency Development Phase 3	Pre-decision scrutiny	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.

			2. That the Improving Lives Select Commission continues to monitor the implementation of the SEND Sufficiency Strategy
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
2 December	Implementation of Recommendations from the Scrutiny Review of Agency, Consultancy and Interim Staff	Further monitoring update from previous scrutiny review was requested for Nov 2020.	<ol style="list-style-type: none"> 1. That the report be noted. 2. That a progress report on the use of agency staff be brought to the Overview and Scrutiny Management Board in 12 months' time, or sooner if the costs involved in employing agency staff increase substantially.

	Adult Care - restructure and pathway development	To cover implementation of the Target Operating Model and new pathways in Adult Care.	<ol style="list-style-type: none"> 1. That the report be noted. 2. That the results of the Peer Challenge be circulated to members of the Overview and Scrutiny Management Board. 3. That the timeline and action plan detailing the required actions to address areas in need of improvement in the Adult Care Service be circulated to members of the Overview and Scrutiny Management Board. 4. That a progress report on the Adult Care - restructure and pathway development programme and the action being taken to address areas that require improvement be presented to the Overview and Scrutiny Management Board in six months' time.
	Covid Winter Grant Scheme	Pre-decision scrutiny	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That a consideration be given to the creation of a single point of contact in order to enable all residents that are eligible for support to be able access that support easily. 3. That all members be kept updated and informed on how they can support the Council's efforts to ensure that all residents eligible for support are able to access that support.
	Business Support Grants funded via Additional Restrictions Grant	Pre-decision scrutiny	That Cabinet be advised that the recommendations be supported.

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations

16 December	Year Ahead Plan - Quarterly Progress Report	Pre-decision scrutiny in advance of Cabinet meeting on 21 December.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That a report on performance against Year Ahead activities be submitted to the Overview and Scrutiny Management Board on a quarterly basis. and that the report provides a detailed narrative on performance exceptions, both positive and negative, including direction of travel, and on the actions being taken to improve performance as required.
	Housing Revenue Account Business Plan 2020-21	Pre-decision scrutiny in advance of Cabinet meeting on 21 December.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That a sub-group of the Overview and Scrutiny Management Board be established to feed into the work being carried out to develop housing on garage sites.
	Housing Rent and Service Charges 2021-22	Pre-decision scrutiny in advance of Cabinet meeting on 21 December.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported.
	Neighbourhood Road Safety Fund Programme	Pre-decision scrutiny in advance of Cabinet meeting on 21 December.	<ol style="list-style-type: none"> 1. That Cabinet be advised that the recommendations be supported. 2. That the Cabinet Member for Waste, Roads and Community Safety gives further consideration to actions that can be taken to ensure that pedestrian crossings and other road infrastructure across the Borough fully takes into account the needs of vulnerable road users.
Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations

20 January	Covid – Update	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	1. That Cabinet be advised that the recommendations be supported.
	November Financial Monitoring	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	1. That Cabinet be advised that the recommendations be supported.
	Community Energy Switching Scheme	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	<p>1. That Cabinet be advised that the recommendations be supported.</p> <p>2. That the name of the scheme be reviewed in order to ensure that it is both accessible to residents and clearly matches the objectives of the scheme.</p> <p>3. That information on the number of residents in receipt of the district heating scheme be circulated to members of the Overview and Scrutiny Management Board.</p>
	Recommissioning of Domestic Abuse Support Services	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	<p>1. That Cabinet be advised that the recommendations be supported.</p> <p>2. That the contracts made with providers for Domestic Abuse support services should enable the Council to review outcomes and the methods of delivery at key intervals throughout the lifetime of the contracts in order to ensure that the services provided remained fit for purpose.</p> <p>3. That the results of the pre-market engagement exercise, due to be completed by end May 2021, be circulated to members of the Improving Lives Select Commission.</p> <p>4. That the members of the Improving Lives Select Commission have the opportunity to feed into the development of the outcome-based service specification for Domestic Abuse support services.</p>

Meeting Date			Recommendations
10 February	Budget, Council Tax and Medium-Term Financial Strategy proposals for 2021-22	Annual consultation with Overview and Scrutiny Management Board	1. That Cabinet be advised that the recommendations be supported.
	Digital Strategy	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	1. That Cabinet be advised that the recommendations be supported. 2. That a progress report on the implementation of the Digital Strategy be brought to the February 2022 meeting of the Overview and Scrutiny Management Board.
	Amendment to the Hackney Carriage and Private Hire Licensing Policy (vehicle licence plates)	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	1. That Cabinet be advised that the recommendations be supported.
	Revisions to the Housing Allocation Policy and the Strategic Tenancy Policy	Pre-decision scrutiny in advance of Cabinet meeting on 25 January.	1. That Cabinet be advised that the recommendations be supported.
	Outcomes from Homes Allocation Working Group	To receive the recommendations of the IPSC sub-group.	That the briefing be noted and the following recommendations be submitted to Cabinet for consideration: - a) That the briefing be noted. b) That sustained funding for staff on the temporary accommodation and homelessness teams be safeguarded.

			<p>c) That revisions to the policy be undertaken to ensure clarity and readability throughout the document, especially as regards application processes and shortlisting criteria.</p> <p>d) That notation about prolific offenders be included in the information provided to the Housing Assessment Panel.</p> <p>e) That quality standards regarding the proper completion of housing forms be reaffirmed to officers.</p> <p>f) That rent arrears be added to the scrutiny work programme for 2021-22.</p> <p>g) That single occupants of larger homes owned by the council be given the opportunity to downsize.</p>
	Outcomes from Working Group on Call Centre Communications	To receive the recommendations of the OSMB sub-group.	<p>That the briefing be noted and the following recommendations be submitted to Cabinet for consideration: -</p> <p>a. That the Council further promotes a digital-first route for customers to access Council services.</p> <p>b. That regular data updates be provided to the Leader and Overview and Scrutiny Management Board on a six-monthly basis.</p> <p>c. That the Customer Service Standards of the Council be reaffirmed to officers, in particular, in respect of written communication with customers.</p>

	Outcomes from Building Use Working Group	To receive the recommendations of the IPSC sub-group.	<p>That the briefing be noted and the following recommendations be submitted to Cabinet for consideration: -</p> <p>a) That the principle be agreed that the future usage of buildings be determined in accordance with the needs of services located therein.</p> <p>b) That, prior to buildings being brought back into use by staff or the public, consultation take place with Trade Unions and staff following completion of risk assessments in respect of the building or location concerned.</p> <p>c) That any decision to return employees to Council buildings beyond the minimal number that have been required to be present throughout the pandemic be made having regard to advice from the Corporate Health and Safety Team and Human Resources, as well as being subject to Government guidance around the safe use of Council buildings.</p> <p>d) That Members be notified when main operational buildings are to be brought back into use, specifically the Town Hall as the civic hub of the Borough.</p> <p>e) That, having regard to the positive implications associated with virtual meetings in respect of the Council's carbon footprint, the Leader of the Council lobby the Secretary of State for Housing, Communities and Local Government to legislate for the ongoing provision of virtual meetings beyond 7 May 2021.</p> <p>f) That Asset Management and Digital Services work together to identify the necessary changes or solutions required in Riverside House and Rotherham Town Hall,</p>
--	--	---	--

			<p>as well as any changes required to equipment or software for Members and officers, to enable continued use of remote working whilst permitting physical presence in a Council building.</p> <p>g) That the Head of Democratic Services prepare guidance and training on the procedures and operation of hybrid meetings.</p>
--	--	--	---

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
24 February	Complaints and Compliments Annual Report	Annual item.	

Meeting Date	Agenda Item	Purpose/ Outcomes	Recommendations
17 March	TBC	Pre-decision scrutiny in advance of Cabinet meeting on 22 March.	
	Road Safety and vulnerable road users	Resolved in December 2020 That the Cabinet Member for Waste, Roads and Community Safety gives further consideration to actions that can be taken to ensure that pedestrian crossings and other road infrastructure across the Borough fully takes into account the needs of vulnerable road users.	
	Year Ahead Plan Performance	To be scheduled quarterly as agreed at 16 December 2020 meeting.	

Items pending schedule or removal

Item	Details	Status	Officer
Hate Crime Strategy	Further update on steps taken to address hate crime and agreed to be involved in any pre-scrutiny work on the Hate Crime Strategy and its development.	Timescale TBC as work paused due to Covid-19.	Assistant Director, Community Safety and Street Scene/ Head of Community Safety, Resilience and Emergency Planning
New HR and Payroll System	Report on the new HR and Payroll System once implemented in phases from June 2019 which will rationalise information on the staffing establishment as at present data is held in HR and Finance.	To be subject to a one-off sub-group review. Assistant Director of Human Resources and Organisational Development contacted re request.	Assistant Director of Human Resources and Organisational Development
Forge Island	To monitor exception reporting.	To be scheduled.	Strategic Director Regeneration and Environment
CYPS - High Needs Block Update and Recovery Plan	Scrutiny acknowledged that it was early days in the recovery plan process with steps outlined to reduce the deficit. Overall position. OSMB had other updates on this particular issue and other services within CYPS, but Chair confirmed continuation at work planning meeting on 27 May 2020.	To be scheduled.	Strategic Director Children's and Young Peoples Services
Response to Covid-19 pandemic and plans for post-pandemic recovery	Ongoing monitoring and reporting.	Overarching item	Chief Executive and Strategic Directors
Rothercard		To be scheduled	
Radicalisation of young people and extremism		To be scheduled	

Standing items to be scheduled

Item	Details	Status	Officer
Council Plan Performance Indicators	Regular monitoring	To be scheduled quarterly as agreed at 16 December 2020 meeting.	Head of Performance, Intelligence and Improvement
Equalities Report	Standing bi-monthly item	To be scheduled bi-monthly as required	Head of Performance, Intelligence and Improvement
Budget Consultation	Annual item.	Process to determined and to be scheduled.	Chief Executive/Strategic Director Finance and Customer Services

Items to be scheduled during 2020/21

Item	Details	Status	Officer
Adult Care - restructure and pathway development	Resolved December 2020 to request an update in 6 months	To schedule June 2021	Strategic Director Adult Care
Progress Report on the recommendations made by the Overview and Scrutiny Management Board on the use of agency staff	Resolved December 2020 to request an update in 12 months	To schedule December 2021	Assistant Director Human Resources and Organisational Development
Children's Commissioner Take Over Challenge	Annual Item	Topic to be determined and meeting scheduled for 2021.	Governance Advisor
Digital Strategy	Resolved February 2020 to bring an update in 12 months.	To schedule February/March 2022	

FORWARD PLAN OF KEY DECISIONS
1 February 2021 – 30 April 2021

This is formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of Key Decisions due to be taken by the Authority and of those parts of the Cabinet meeting identified in this Forward Plan will be held in private because the agenda and reports for the meeting will contain confidential or exempt information as defined in the Local Government Act 1972.

Contact Information:-

Democratic Services
Riverside House
Main Street
Rotherham
S60 1AE

Email: governance@rotherham.gov.uk
Tel: 01709 822477

What is the Forward Plan?

The Forward Plan contains all the key decisions the Council expects to take over the next three months. It will be refreshed monthly and will give at least 28 days’ notice of any Key Decisions and, if applicable, the Cabinet’s intention to discuss an item in private. This gives you the opportunity to submit relevant documents to the decision maker concerning any individual Key Decisions and draws to your attention any relevant constitution process.

What is a Key Decision?

A Key Decision is one which is likely to:-

- relate to the capital or revenue budget framework that is reserved to the Council, or
- result in income, expenditure or savings of £400,000 or greater, or
- have a significant effect on two or more wards

A Key Decision can be made by the Cabinet. The Forward Plan also includes some matters which are not Key Decisions under the heading “Decisions which are not Key Decisions”.

What does the Forward Plan tell me?

The plan gives information about:

- what key decisions are to be made in the next three months;
- the matter in respect of which the decision is to be made;
- who will make the key decisions;
- when those key decisions are likely to be made;
- what documents will be considered;
- who you can contact for further information

Who takes Key Decisions?

Under the Authority’s Constitution, Key Decisions are taken by the Cabinet.

Key Decisions are taken at public meetings of the Cabinet. The Cabinet meets once a month on a Monday at 10.00am at the Town Hall, Rotherham.

Further information and Representations about items proposed to be heard in Private

Names of contact officers are included in the Plan.

If you wish to make representations that a decision which is proposed to be heard in private should instead be dealt with in public, you should contact Democratic Services by no later than five clear working days before the meeting. At the end of this document are extracts from the Local Government Act 1972 setting out the descriptions of information which may be classed as “exempt”, and the definition of confidential information.

The members of the Cabinet and their areas of responsibility are:-

Councillor Chris Read	Leader of the Council
Councillor Gordon Watson	Deputy Leader of the Council and Cabinet Member for Children's Services and Neighbourhood Working
Councillor Saghir Alam	Cabinet Member for Corporate Services and Finance
Councillor Sarah Allen	Cabinet Member for Cleaner, Greener Communities
Councillor Dominic Beck	Cabinet Member for Housing
Councillor Emma Hoddinott	Cabinet Member for Waste, Roads and Community Safety
Councillor Denise Lelliott	Cabinet Member for Jobs and Local Economy
Councillor David Roche	Cabinet Member for Adult Social Care and Health

Decision title	Date added to the Forward Plan	What is the decision?	Cabinet Portfolio	Who will be consulted	Documents to be considered	Wards affected	Is the decision to be made in private	Directorate and contact for further information
KEY DECISIONS TO BE TAKEN ON 15 FEBRUARY								
ADULT CARE, HOUSING AND PUBLIC HEALTH								
Revisions to the Housing Allocation Policy and the Strategic Tenancy Policy	November 2020	To approve policy changes.	Cabinet Member - Housing	Cabinet Member for Housing	Report	All Wards	Open	Anne Marie Lubanski Tel: 01709 822397 annemarie.lubanski@rotherham.gov.uk
FINANCE AND CUSTOMER SERVICES								
December Financial Monitoring	November 2020	To note the current revenue and capital monitoring position and agree any required actions	Cabinet Member - Corporate Services and Finance	Relevant officers, members and stakeholders	Report	All Wards	Open	Judith Badger Tel: 01709 822046 judith.badger@rotherham.gov.uk
Budget & Council Tax 2021-22 and Medium-Term Financial Strategy Update	November 2020	To recommend to Council the Budget and Council Tax for 2021-22 and the Updated Medium-Term Financial Strategy to 2022/23.	Leader of the Council	Relevant officers, members, stakeholders and the public	Report	All Wards	Open	Judith Badger Tel: 01709 822046 judith.badger@rotherham.gov.uk
Annual Renewal Applications for Business Rates Discretionary Rate Relief	November 2020	To consider the recommendations for the annual renewal applications for Business Rates discretionary rate relief.	Cabinet Member - Corporate Services and Finance	Relevant members, officers and stakeholders.	Report and appendices	All Wards	Open	Judith Badger Tel: 01709 822046 judith.badger@rotherham.gov.uk
REGENERATION AND ENVIRONMENT								
Amendment to the Hackney Carriage and Private Hire Licensing Policy (vehicle licence plates)	November 2020	To approve an amendment to the Council's Hackney Carriage / Private Hire Licensing Policy in relation to the frequency that vehicle licence plates are issued to licensed vehicles in Rotherham.	Cabinet Member for Waste, Roads and Community Safety	Relevant officers, members, stakeholders and the public	Report and appendices	All Wards	Open	Paul Woodcock Tel: 01709 822971 paul.woodcock@rotherham.gov.uk
NON-KEY DECISIONS TO BE TAKEN ON 15 FEBRUARY								

Decision title	Date added to the Forward Plan	What is the decision?	Cabinet Portfolio	Who will be consulted	Documents to be considered	Wards affected	Is the decision to be made in private	Directorate and contact for further information
ASSISTANT CHIEF EXECUTIVE								
Social Value Developments	November 2020	To provide an update on social value progress including procurement and forward policy options, working with partners around community wealth building and developing anchor networks.	Leader of the Council	Relevant officers, members and partner organisations.	Report and appendices	All Wards	Open	Jackie Mould, Jo Brown, Steve Eling, Karen Middlebrook Tel: 01709 823618, , , jackie.mould@rotherham.gov.uk, jo.brown@rotherham.gov.uk, steve.eling@rotherham.gov.uk, karen.middlebrook@rotherham.gov.uk
FINANCE AND CUSTOMER SERVICES								
Digital Strategy		To approve the council's Digital Strategy.	Cabinet Member - Corporate Services and Finance	Relevant officers, members and stakeholders.	Report	All Wards	Open	Judith Badger Tel: 01709 822046 judith.badger@rotherham.gov.uk
KEY DECISIONS TO BE TAKEN ON 22 MARCH								
ADULT CARE, HOUSING AND PUBLIC HEALTH								
Public Health Proposals for Re-commissioning Children's Public Health Nursing Services for the 0 -19 Populations	November 2020	The current contract to deliver the 0-19 Health Visiting and School Nurse Service is due to end on 31 March 2022. This report asks Cabinet to approve the recommissioning of the Service.	Cabinet Member - Adult Social Care and Health	Appropriate officers, members and stakeholders.	Report	All Wards	Open	Anne Marie Lubanski Tel: 01709 822397 annemarie.lubanski@rotherham.gov.uk
REGENERATION AND ENVIRONMENT								

Decision title	Date added to the Forward Plan	What is the decision?	Cabinet Portfolio	Who will be consulted	Documents to be considered	Wards affected	Is the decision to be made in private	Directorate and contact for further information
Strategic Management and Maintenance of Rotherham's Highways - Indicative Highway Repair Programme for 2021 / 2022		1. That Cabinet note the strategic approach to the Management and Maintenance of Rotherham's Highways. 2. That the decision of the Strategic Director Regeneration and Environment to approve the indicative Highway Repair Programme for 2021 / 2022 be noted. 3. That the decision of the Strategic Director Regeneration and Environment to approve any additional in year funding to deliver additional repairs in accordance with the strategic approach to the Management and Maintenance of Rotherham's Highways be noted.	Cabinet Member for Waste, Roads and Community Safety	Relevant officers, members and stakeholders	Report	All Wards	Open	Paul Woodcock Tel: 01709 822971 paul.woodcock@rotherham.gov.uk
Transport Capital Programme 2021/22		Approval of the 2021-22 Transport Capital Programme.	Cabinet Member - Jobs and the Local Economy		Report	All Wards	Open	Paul Woodcock Tel: 01709 822971 paul.woodcock@rotherham.gov.uk
Clean Air Zone (CAZ) - Approval of programme for RMBC	December 2020	Approval of the programme of 3 transport infrastructure projects to be delivered as part of the joint Rotherham and Sheffield Clean Air Zone and associated infrastructure measures.	Cabinet Member for Waste, Roads and Community Safety	Relevant members, officers and stakeholders.	Report	All Wards	Open	Paul Woodcock Tel: 01709 822971 paul.woodcock@rotherham.gov.uk
Cycling Strategy		To approve the draft Cycling Strategy for public consultation	Cabinet Member - Jobs and the Local Economy	Cabinet Member	Report	All Wards	Open	Paul Woodcock Tel: 01709 822971 paul.woodcock@rotherham.gov.uk
NON-KEY DECISIONS TO BE TAKEN ON 22 MARCH								
ASSISTANT CHIEF EXECUTIVE								
Year Ahead Plan Progress Report (second quarterly update)	December 2020	To report on the Council's progress against the Year Ahead Plan.	Leader of the Council	Relevant officers, members and stakeholders.	Report	All Wards	Open	Jo Brown, Jackie Mould Tel: 01709 823618 jo.brown@rotherham.gov.uk, jackie.mould@rotherham.gov.uk
Climate Change		To update on the response to the eliminate emergency declaration	Cabinet Member - Cleaner, Greener Communities	Relevant officers, members and partner organisations.	Report	All Wards	Open	Jackie Mould, Jo Brown Tel: 01709 823618, jackie.mould@rotherham.gov.uk, jo.brown@rotherham.gov.uk

Decision title	Date added to the Forward Plan	What is the decision?	Cabinet Portfolio	Who will be consulted	Documents to be considered	Wards affected	Is the decision to be made in private	Directorate and contact for further information
FINANCE AND CUSTOMER SERVICES								
New Application for Business Rates Relief - Safe Haven Rotherham		To consider the recommendation for a new application for Business Rates discretionary relief.	Cabinet Member - Corporate Services and Finance	Relevant officers, members and stakeholders.	Report	All Wards	Open	Judith Badger Tel: 01709 822046 judith.badger@rotherham.gov.uk

LOCAL GOVERNMENT ACT 1972 SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION
PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - a. to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - b. to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

PART 2
QUALIFICATIONS: ENGLAND

Paragraphs 1-8 repealed.

- 9 Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.
- 10 Information which –
 - a. falls within any of paragraphs 1 to 7 above; and
 - b. is not prevented from being exempt by virtue of paragraph 8 or 9 above, is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information

LOCAL GOVERNMENT ACT 1972
SECTION 100A(3) – DEFINITION OF CONFIDENTIAL INFORMATION

Confidential information means –

- a. information furnished to the council by a Government department upon terms (however expressed) which forbid the disclosure of the information to the public; and
 - b. information the disclosure of which to the public is prohibited by or under any enactment or by the order of a court;
- and, in either case, the reference to the obligation of confidence is to be construed accordingly.