



Civic Centre, Riverside, Stafford

Contact Andrew Bailey

Direct Dial 01785 619212

Email abailey@staffordbc.gov.uk

Dear Members

Resources Scrutiny Committee

A meeting of the Resources Scrutiny Committee will be held on **Tuesday 7 June 2022** at **6.30pm** in the **Craddock Room, Civic Centre, Riverside, Stafford** to deal with the business as set out on the agenda.

Please note that this meeting will be recorded.

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

A handwritten signature in black ink, appearing to read "I. Curran".

Head of Law and Administration

**RESOURCES SCRUTINY COMMITTEE -
7 JUNE 2022**

Chair - Councillor R P Cooke

A G E N D A

- 1 Minutes of 15 February 2022 as previously published on the Council's website.
- 2 Apologies
- 3 Public Question Time - Nil
- 4 Councillor Session - Nil
- 5 Called in Items - Nil
- 6 Members' Items

Councillors A T A Godfrey and G P K Pardesi have submitted the following item under Paragraph 2.8 of the Scrutiny Committee Procedure Rules:-

“We would like the Committee to be updated on the latest management staffing levels throughout the Authority.”

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Membership

Chair - Councillor R P Cooke

R P Cooke	R A James
M G Dodson	E G R Jones
I D Fordham	R Kenney
A T A Godfrey	G P K Pardesi
A S Harp	P Roycroft

ITEM NO 7(a)

ITEM NO 7(a)

Report of:	Corporate Business and Partnerships Manager
Contact Officer:	Tracy Redpath
Telephone No:	01785 619 195
Ward Interest:	Nil
Report Track:	Resources 07/06/2022 (Only)

RESOURCES SCRUTINY COMMITTEE
7 June 2022
Quarter 4 Performance Reporting

1 Purpose of Report

1.1 To provide an update to members regarding performance reporting for Quarter 4 2020 - 2021 for Resources Scrutiny Committee.

2 Recommendation

2.1 That the information is noted.

3 Key Issues and Reasons for Recommendation

3.1 The performance report as set out for this quarter includes progress made against business objective 3 - Climate Change and Green Recovery and business objective 4 - To be a well-run, financially sustainable and ambitious organisation, responsive to the needs of our customers and communities and focussed on delivering our objectives.

3.2 All performance indicators and narrative updates are reported as either being good or on track with the exception of one. The performance reporting for Quarter 4 2021 - 2022 for the Resources Scrutiny Committee is detailed in the **APPENDIX** and members are asked to note the progress.

4 Relationship to Corporate Business Objectives

4.1 Performance reporting interlinks with all corporate business objectives

5 Report Detail

- 5.1 This report contains updates for two business objectives, business objective 3 - Climate Change and Green Recovery and business objective 4 - To be a well-run, financially sustainable and ambitious organisation, responsive to the needs of our customers and communities and focussed on delivering our objectives. All performance indicators and narrative updates for both objectives are reported as being good or on track with the exception of 4.2.2 which relates to the procurement of the new digital platform. The specification for this has been written and is awaiting final sign off. Details are contained in the improvement report.
- 5.2 The council continue to make steady progress in relation to its climate change and green recovery objectives. Work has commenced with regards to the community panel that has been set up, the panel has already met and workstreams are being planned. In addition to this the Climate Change Adaptation Plan has been drafted and will be subject to public consultation.
- 5.3 During quarter four, the health and well-being of employees remained a priority as the Omicron variant remained. There was a mix of office and home base working arrangements that were in place. Work has continued to formulate a draft Hybrid Working Policy which has received support from both Leadership Team's at Stafford and Cannock councils.
- 5.4 Overall performance of targets for building control have been met during this quarter with improvements being seen in particular for LI18 in relation to customer satisfaction.
- 5.5 The benefit processing times continue to meet targets. There have been challenges in processing the final round of Business Grants to cover the Omicron period this quarter. The Revenues Team weren't able to issue as many 'last minute' reminders, which has resulted in a slightly lower collection rate. Council Tax collections is on a par with last year and Business Rates have improved.
- 5.6 Narrative updates for the reporting period are contained within the **APPENDIX**, the report also includes relevant improvement reports in relation to performance narrative 4.2.2 identified as performing below target.

6 Implications

6.1 Financial	The financial implications of individual actions are being reviewed by the lead organisation for each workstream.
Legal	Nil
Human Resources	Nil
Human Rights Act	Nil
Data Protection	Nil
Risk Management	Nil

6.2 Community Impact Assessment Recommendations	Impact on Public Sector Equality Duty: There are no known impacts. Wider Community Impact: There are no known impacts
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Previous Consideration - Nil

Background Papers - File available in Corporate Business and Partnerships

Resources

Narrative Updates

Ref	Key Deliverable	Responsible Officer	End Date	Q4 Performance	Q4 Commentary/Action
3.1 Reduce emissions from our own activities					
3.1.1	Undertake a meaningful audit of the council's carbon footprint to derive the council's own carbon inputs and output	Eleanor Warren	From April 2021 and then on-going	On Track	The initial carbon audit was commissioned and completed in 2021. An update is currently being progressed which takes into account energy saving measures which have been implemented since the production of the carbon audit last year.
3.1.2	Formulate a delivery plan with realistic targets for energy, water, travel and transport, monitor progress and report to scrutiny on a quarterly basis and to council annually.	Leadership Team	From April 2021 and then on-going	On Track	The Delivery Plan for 21/22 has been completed and is published on the council website. This sets out the specific actions which the council set to achieve over the last 12 months. The Delivery Plan will be updated to show the progress which has been made against the actions set out last year. The Delivery Plan will also be updated for 22/23, to set out the measures the council will set out to achieve over the next year.
3.2 Work in partnership with Government, Elected Bodies and Elected Members, Partners and Residents across the Borough to take action that contributes to carbon neutrality and sustainable development within communities					
3.2.1	Encourage elected members to work with their communities to raise awareness and identify opportunities for sustainable low carbon initiatives and promote community action on reducing emissions	Tracy Redpath	From April 2021 and then on-going	On Track	The council has recently set up a Climate Change and Green Recovery Community Panel. This sees 13 members of the community working with the council to develop and deliver green initiatives. The panel have chosen the work streams they would like to progress over the coming months and have started working on their delivery.
3.2.2	Work with government and elected bodies to determine best practice and use this to raise awareness in our communities, businesses and contractors	Tracy Redpath	From April 2021 and then on-going	On Track	One of the main objectives of the Climate Change and Green Recovery Community Panel is to lobby government and raise awareness of climate change in local communities. The panel is currently developing a series of initiatives which will enable this to be achieved. The council is also working in collaboration with the Stafford Chamber to develop an initiative to help local businesses become more sustainable.
3.3 Mitigate and adapt to climate change					
3.3.1	Undertake a comprehensive risk-based assessment of vulnerabilities to weather and the climate	Eleanor Warren	From April 2021 and then on-going	On Track	The 2021 risk-based assessment of vulnerabilities to weather and the climate was completed in the Summer of 2021. This will be updated on an annual basis, and so is due to be updated in the Summer.

Ref	Key Deliverable	Responsible Officer	End Date	Q4 Performance	Q4 Commentary/Action
3.3.2	Refresh the Climate Change Adaptation Strategy	Eleanor Warren	From April 2021 and then on-going	On Track	An updated Local Climate Impact Profile was produced in 2021. This document has been used as the basis for the council's updated Climate Adaptation Strategy, which is currently progressing through the cabinet process. It is anticipated that this document will be subject to a period of public consultation in May. The document has been produced in order to fulfil obligations which are set out in national policy. The council has also been asked to sit on Sustainability West Midlands's Climate Adaptation Working Group. The first meeting of this group has been scheduled for May.
3.4 Follow the Lawton Principles of delivering more, bigger, better and connected habitats					
3.4.1	Develop Local Nature Recovery Strategy	Strategic Planning and Placemaking	From 2021 and then on-going	On Track	Progress is being made towards a County Local Nature Recovery Strategy in accordance with the new Environment Act. Initial meetings have begun to establish partnership working with further meeting this year
3.4.2	Investigate green network enhancements in Stafford and Stone	Strategic Planning and Placemaking	From 2021 and then on-going	On Track	The new Riverside LNR has been declared in Stafford. Partnership work with the Wildlife Trust and the EA are now seeking further enhancement to this and the wider area. This will include the Stafford Brooks Project – that looks at the wider environment of Stafford. Additional funding bids have been submitted to enhance habitats on the Stone Meadows LNR and the Riverside LNR.
3.4.3	Adopt the New Local Plan to meet climate change mitigation and adaptation, and environmental measures through new development – Delivered by Business Objective 1	Strategic Planning and Placemaking	Adoption of new Local Plan (2022/23)	On Track	Evidence base prepared for New Local Plan alongside other Staffordshire authorities and the Borough Council preparing Preferred Option policy approach for consultation in June & July 2022
4.1 Use our resources in the most effective and efficient way by focusing on financial recovery, reform and sustainability					
4.1.1	Determine a medium financial strategy to maintain the financial resilience of the Council	Emma Fullagar	From April 2021 and then on-going	On Track	Budget agreed by Cabinet then Council on 1/2/22 including indicative budgets to 2024/25

Ref	Key Deliverable	Responsible Officer	End Date	Q4 Performance	Q4 Commentary/Action
4.1.2	Manage key corporate contracts to agreed service level specifications and standards	Lee Booth	From April 2021 and then on-going	On Track	Key corporate contracts continue to deliver services despite the challenges presented by the pandemic. The priority continues to be mitigating risk of failure and ensuring delivery of services during the recovery period.
4.2 Continue to work towards organisational and transformational recovery and reform, integrating equality objectives into everything we do					
4.2.1	Consider the impact of change and future ways of working on the Council workforce, members and customers, including accommodation transformation; organisational recovery group and transformational change	Organisational Recovery Group (ORG)	From April 2021 and then on-going	On Track	The health and well-being of employees remains a priority as the Omicron variant remains in the community as a whole. Service delivery continues via a mix of office and home based working arrangements. During week commencing 25/4/22 a joint draft Hybrid Working policy has received support from Leadership Teams at both SBC and CCDC.
4.2.2	Review the Customer Access/Digital Strategy to inform future procurement of a new digital services platform	Sue Pote	From April 2021 and then on-going	Below Target	IT and Finance are reviewing initial set up costs and identifying funding from existing budgets for future procurement of a digital platform.
4.3 Drive through best practice by facilitating more joined up ways of working through alignment of, or sharing of services with other authorities					
4.3.1	Investigate the opportunity for further shared services with neighbouring authorities	Leadership Team	From April 2021	On Track	An interim report seeking agreement to progress shared service proposals to a detailed business stage will be presented to SBC and CCDC Councils during April 2022.
4.3.2	Provide a Building Control service that while ensuring construction work meets the required national standards does this in a manner that meets customer needs	Paul Beckley	From April 2021 then on-going	On Track	Overall performance has improved during the year with all targets being met. This has been achieved with an increase in applications and inspections. Performance was either good or on track so currently no actions are required.

Ref	Key Deliverable	Responsible Officer	End Date	Q4 Performance	Q4 Commentary/Action
4.3.3	Provide a Revenue and Benefits service that meets customer need	Rob Wolfe	From April 2021 then on-going	On Track	<p>The challenges presented to us in Q4 were the processing of the final round of Business Grants to cover the Omicron period and closure of the Additional Restrictions Grant process, plus preparations for the Council Tax Energy Rebates to be paid from April onwards.</p> <p>Benefit performance was able to remain stable through the quarter and so target was achieved.</p> <p>The Revenues Team were not able to issue as many 'last minute' reminders to people with balances at the end of the quarter as we would have liked. Whilst not possible to accurately measure the impact of this, it will likely have resulted in a slightly lower collection rate than would have otherwise have been achieved.</p> <p>Council Tax collections for the year were on a par with previous year (97.3% compared to 97.4% previously).</p> <p>Business Rates was improved. (96.1% compared to 95.1% previously)</p> <p>We would like to see both of these rates improve, in the coming years, eventually rising to the pre-pandemic rates of 98% and above.</p>

Explanation for Narrative Performance Status
Exceptional - Good
Doing well - On Track
Below what it should be - Below Target

Q4 Resources Performance Indicators

Performance at a glance

No	Indicator	Responsible Officer	Is good high or low	Q1 Actual	Q1 Target	Q1 Performance	Q2 Actual	Q2 Target	Q2 Performance	Q3 Actual	Q3 Target	Q3 Performance	Q4 Actual	Q4 Target	Q4 Performance	Year End forecast	Year end target	Direction of Travel
LI13	Days taken to process new HB/CT Claims	Rob Wolfe	L	14.65 days	20 days	Good	16.92 days	20 days	Good	15.69 days	20 days	Good	18.02 days	20 days	Good	20 days	20 days	Good
LI14	Days taken to process new HB/CT change of circumstances	Rob Wolfe	L	3.94 days	9 days	Good	2.78 days	9 days	Good	4.75 days	9 days	Good	8.19 days	9 days	Good	9 days	9 days	On Track
LI15	Building Control-Applications registered and acknowledged within 3 days of valid receipt	Paul Beckley	H	92%	90%	On Track	97%	90%	On Track	98%	90%	On Track	97%	90%	On Track	90%	90%	On Track
LI16	Building Control-Full plans applications with initial full assessment within 15 days of valid receipt	Paul Beckley	H	73%	70%	On Track	75%	70%	On Track	89%	70%	Good	86%	70%	Good	70%	70%	On Track
LI17	Building Control-Site visits completed on day requested	Paul Beckley	H	99%	99%	On Track	99%	99%	On Track	99%	99%	On Track	99%	99%	On Track	99%	99%	On Track
LI18	Building Control-Customers satisfied or very satisfied with the service	Paul Beckley	H	67%	90%	Below Target	100%	90%	Good	88%	90%	On Track	100%	90%	Good	70%	90%	Below Target

Please Note: Due to the expiry of a licence, Building Control are unable to provide updates for 3 Performance Indicators for Leadership Team, but the information will be completed for Resources Scrutiny Committee. Craig Jordan is aware of the situation.

Performance Key	
Performance 10% or more above target	Good
Doing Well	On Track
Performance 10% or more below target	Below Target

Q4 Improvement report

No	Measure Detail	RO	Performance	Context for current performance	Improvement Action
4.2.2	To Review Customer Digital Strategy to inform the procurement of a new Digital Platform	Sue Pote	Below Performance	The project team have written the specification and this is awaiting agreement so that the procurement exercise can commence.	In order to accelerate this, a meeting of key officers is being set up in order to finalise the specification so that it can be submitted to the project board for final sign off.

ITEM NO 7(b)

ITEM NO 7(b)

Report of:	Head of Law and Administration
Contact Officer:	Andrew Bailey
Telephone No:	01785 619212
Ward Interest:	Nil
Report Track:	Resources 7/06/22 (Only)

RESOURCES SCRUTINY COMMITTEE
7 JUNE 2022
Corporate Complaints Monitoring 2021/22

1 Purpose of Report

- 1.1 To update the Scrutiny Committee on performance in relation to corporate complaints and complaints referred by the Local Government and Social Care Ombudsman.

2 Recommendation

- 2.1 The Scrutiny Committee are requested to note the contents of the report.

3 Key Issues and Reasons for Recommendation

- 3.1 The following report updates the Committee on performance in relation to corporate complaints and complaints referred by the Local Government and Social Care Ombudsman, as well as any lessons learned.
- 3.2 The report also updates the Committee on the introduction of the complaints procedure that helps to clarify what is a complaint, who responds to each stage of the process and will enable the production of more accurate complaints handling for this Committee.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with the following Corporate Business Objective 3:-

To be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.

5 Report Detail

5.1 The Complaints Procedure

5.1.1 The Council's Complaints Procedure tracks the following three stages of complaints that are received by the Council:-

- Stage 1 - Complaint/Service Request that is responded to by an officer responsible for the service provided
- Stage 2 - Complaint that is responded to by the Head of Service when the complainant was not satisfied under Stage 1
- Stage 3 - Complaint this is responded to by the Chief Executive when the complainant was not satisfied under Stage 2

5.1.2 It is currently not possible to obtain an accurate figure as to the number of Stage 1 complaints received because of the various ways in which they are received (eg directly to the Officer or via the Contact centre either by telephone or email) and it may not even be a complaint in the first instance, but a service request (eg a missed bin collection). However, the Council is now able to accurately record those complaints that do develop into both stages 2 and 3, where the complainant is unsatisfied with the response received. Under the previous complaints procedure, only those complaints escalated to the Chief Executive were recorded.

5.1.3 From April 2021, there were 20 Stage 2 complaints, the Service Breakdown for which was as follows, which compares to 11 in 2020/21.

Service	No of Complaints 2021/22	No of Complaints 2020/21
Law and Administration	1	1
Development	12	5
Finance	2	0
Technology	0	0
Operations	5	5
Human Resources	0	0
Corporate Business and Partnerships	0	0
Total	20	11

- 5.1.4 Of the 20 Stage 2 complaints made during 2021/2022, 9 were escalated to the Chief Executive under Stage 3 (compared to 6 in 2020/21) and the Service Breakdown they relate to is as follows:-

Service	No of Complaints 2021/22	No of Complaints 2020/21
Law and Administration	0	1
Development	4	3
Finance	1	0
Technology	0	0
Operations	4	2
Human Resources	0	0
Corporate Business and Partnerships	0	0
Total	9	6

- 5.1.5 In the vast majority of instances the complaints investigated related to the outcome of decisions made in accordance with the Council's working procedures, guidelines and policies and therefore no recommended action was required.

5.2 Complaints referred by the Local Government and Social Care Ombudsman

- 5.2.1 There were 7 complaints investigated by the Local Government and Social Care Ombudsman during 2021/22, which are summarised at **APPENDIX 1**. This compares to 2 complaints in 2020/21.
- 5.2.2 Although not a prerequisite, the Local Government and Social Care Ombudsman will usually only investigate a complaint when the complainant is not satisfied with the response given by the Chief Executive at the final stage of the Corporate Complaints process.
- 5.2.3 In 2021/22, of the 7 complaints investigated by the Local Government and Social Care Ombudsman 2 evolved from Corporate Complaints, which are marked in *italics* at **APPENDIX 1**. In 2020/21, 2 complaints investigated by the Local Government and Social Care Ombudsman evolved from Corporate Complaints.
- 5.2.4 This shows that during 2021/22, 2 of the 7 complainants were not satisfied with the outcome of the response provided by the Chief Executive and pursued the matter further with the Local Government and Social Care Ombudsman, which compares to 2 out of 6 during 2020/21.

5.2.5 As it can be seen from the summary included at **APPENDIX 1**, during 2021/22, the Local Government and Social Care Ombudsman did find the Council to be at fault on two occasions, although did not issue any reports. On the one occasion where the Ombudsman did find injustice where the Council was at fault, £100 was offered to the complainant by way of compensation.

5.2.6 A list of the Decision Reasons and Glossary of Terminology used by the Local Government and Social Care Ombudsman is included at **APPENDIX 2**.

5.3 **Complaints Procedure**

5.3.1 The complaints procedure was introduced across the authority on 1 July 2019, which is now in 3 stages in order to provide greater clarity as to what constituted a complaint (as opposed to a service request), who should respond to each stage of the process and an ability to assemble more accurate and consistent complaints handling data that will be annually reported to this Committee.

5.4 **Lessons Learned**

5.4.1 The complaints procedure has been developed directly as result of the lessons learned from previous complaints and from the need to provide this Committee with accurate and consistent complaints handling data.

5.4.2 This approach is helping the Authority to provide a consistent approach to the recording and monitoring of all of the complaints it receives (particularly from stage 2 and onwards), demonstrating how it has learned the lessons from those complaints and assisting in the prevention of further complaints.

5.4.3 During the last twelve months, the Local Government and Social Care Ombudsman did find the Council to be at fault on two occasions and has considered the comments made as a result. There were no reports issued against the Council the Local Government and Social Care Ombudsman.

6	Implications	
6.1	Financial	Nil
	Legal	Nil
	Human Resources	Nil
	Human Rights Act	Nil
	Data Protection	Nil
	Risk Management	Nil

<p>6.2 Community Impact Assessment Recommendations</p>	<p>Impact on Public Sector Equality Duty: The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-</p> <p>Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.</p> <p>Recommendations Wider Community Impact: Detailed above.</p>
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Previous Consideration - Nil

Background Papers - File available in Law and Administration

RESOURCES SCRUTINY COMMITTEE

7 JUNE 2022

Complaints Monitoring 2021/22

COMPLAINTS TO THE LOCAL GOVERNMENT AND
SOCIAL CARE OMBUDSMAN 2021/22

Ref	Received	Subject	Services Involved	Decision
1	26/04/21	Failings in Dealing with a Planning Application	Development	Upheld Maladministration and Injustice (Apology and £100 compensation offered) Remedy complete
2	20/05/21	Failings in Dealing with a Planning Application	Development	Maladministration No Injustice
3	25/08/21	<i>Failings in Dealing with Council Tax and Benefits</i>	<i>Finance</i>	<i>Premature complaint</i>
4	13/10/21	Failings in Dealing with a Planning Application	Development	Closed after Initial Enquiries - No Further Action
5	18/02/22	<i>Failings in Dealing with a Planning Application</i>	<i>Development</i>	<i>Closed after Initial Enquiries - No Further Action</i>
6	06/03/22	Failings in Dealing with Council Tax and Benefits	Finance	Closed after initial enquiries - out of jurisdiction
7	06/03/22	Failings in Dealing with a Planning Application	Development	Closed after Initial Enquiries - Out of Jurisdiction

SUMMARY 2021/22

Type of decision	Number
Premature	1
Incomplete/Invalid	
Advice Given	
Referred Back for Local Resolution	
Closed After Initial Enquiries - No Further Action	2
Closed After Initial Enquiries - Out of Jurisdiction	2
Upheld: No Further Action	
Upheld Maladministration and Injustice	1

Type of decision	Number
Upheld Maladministration and No Injustice	1
Report Issued: Upheld, Maladministration and Injustice	
Report Issued: Upheld Maladministration, No Injustice	
Not Upheld: No Further Action	
Not Upheld: No Maladministration	
Report Issued: Not Upheld; No Maladministration	
Total No of Cases Resolved	7
Awaiting Decision	

Service Area	Number
Development	5
Finance	2
Total	2

RESOURCES SCRUTINY COMMITTEE
7 JUNE 2022
Complaints Monitoring 2021/22

DECISION REASONS

What is said at the bottom of the decision letter	What is reported at the Annual Review
These types of complaint do not have a formal decision letter issued for them.	Incomplete/Invalid
	Advice Given
	Referred back for local resolution
Closed after initial enquiries - no further action	Closed after initial enquiries
Closed after initial enquiries - out of jurisdiction	
Upheld: no further action	Upheld
Upheld: maladministration and injustice	
Upheld: maladministration, no injustice	
Report Issued: Upheld, maladministration and injustice	
Report Issued: Upheld maladministration, no injustice	
Not upheld: no further action	Not upheld
Not upheld: no maladministration	
Report issued: Not upheld; no maladministration	

GLOSSARY OF TERMINOLOGY

Advice Given

These are enquiries where the Local Government Ombudsman Advice Team has given advice on why the Ombudsman would not be able to consider a complaint, other than that the complaint is premature. For example, the complaint may clearly be one that the Ombudsman has no power to investigate.

Local Settlements

The term local settlement is used to describe the outcome of a complaint where, during the course of our consideration of the complaint, the council takes, or agrees to take, some action, which the Ombudsman considers, is a satisfactory response to the complaint and the investigation is discontinued. This may occur, for example, in any of the following circumstances:

- the council on its own initiative says that there was fault that caused injustice, and proposes a remedy which the Ombudsman accepts is satisfactory;
- the council accepts the suggestion by the Ombudsman, as an independent person, that there was fault which caused injustice, and agrees a remedy which the Ombudsman accepts is satisfactory;
- the council does not consider that there was fault but is able to take some action which the Ombudsman accepts is a satisfactory outcome;
- the council and the complainant themselves agree upon a course of action and the Ombudsman sees no reason to suggest any different outcome;
- the Ombudsman considers that, even if the investigation were to continue, no better outcome would be likely to be achieved for the complainant than the action the council has already taken or agreed.

Ombudsman's Discretion

Complaints described as terminated by Ombudsman's discretion are those which have been terminated because, for example:

- the complainant wishes to withdraw his or her complaint;
- the complainant has moved away and the Ombudsman is no longer able to contact him or her;
- the complainant decides to take court action;
- the Ombudsman finds that there is no or insufficient injustice to justify continuing the investigation.

Outside Jurisdiction

The Ombudsmen can investigate most types of complaints against local authorities. But there are some things the law does not allow them to investigate, such as personnel matters, the internal management of schools and colleges, and matters which affect all or most of the people living in a council's area. Such complaints, when they are terminated, are described as being outside jurisdiction.

Premature Complaints

The Ombudsman does not normally consider a complaint unless the organisation concerned has first had a reasonable opportunity to deal with that complaint itself. So if someone complains to the Ombudsman without having taken the matter up with the organisation concerned, the Ombudsman will either refer it back to the organisation as a 'premature complaint' to see if it can itself resolve the matter, or advise the enquirer.

Report Issued

For complaints against councils (in this context 'councils' is shorthand for all authorities within the Ombudsman's jurisdiction, excluding schools or the purposes of the internal management of schools jurisdiction, and non-council adult social care providers) , if an investigation is completed, the Ombudsman issues a report. If this finds maladministration by the council which has caused injustice, then the report will include recommendations for a remedy.

ITEM NO 7(c)

ITEM NO 7(c)

Report of:	Head of Law and Administration
Contact Officer:	Andrew Bailey
Telephone No:	01785 619212
Ward Interest:	Nil
Report Track:	Resources 7/06/2022 (Only)

RESOURCES SCRUTINY COMMITTEE

7 JUNE 2022

Business Planning Report

1 Purpose of Report

- 1.1 To review the programme of business considered by the Resources Scrutiny Committee in 2021/22 with a view to the report being submitted to the Council.

2 Recommendation

- 2.1 The Committee is recommended to approve this report as the Annual Report to the Council.

3 Key Issues and Reasons for Recommendation

- 3.1 During the past Municipal Year, the Resources Scrutiny Committee considered a wide variety of issues in support of the Corporate Business Objective to be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.
- 3.2 The Committee has completed an Annual Review of the Constitution.
- 3.3 The Committee will continue to control its own Work Programme, which is already populated with a range of issues for the forthcoming Municipal Year.

4 Relationship to Corporate Business Objectives

- 4.1 This report is most closely associated with the following Corporate Business Objective 3:-

To be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.

5 Report Detail

- 5.1 During the 2021/22 Municipal Year, the Resources Scrutiny Committee considered a wide variety of issues, including monitoring two of the Councils largest contracts that supported the Corporate Business Objective to be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.
- 5.2 The Committee has undertaken a Task and Finish Review relating to the Review of the Constitution, which has led to a number of recommendations being endorsed by Council.
- 5.3 The Committee have considered two Members Items related to the following:-
- Update from the Chief Executive as CEO at both Stafford Borough Council and Cannock Chase District Council
 - Update on Stafford Borough Council's procurement policies and procedures
- 5.4 The Committee considered the following items that were referred to it directly from the Cabinet:-
- Fees and Charges Review 2022
 - General Fund Revenue Budget and Capital Programme 2022-25
- 5.5 The Committee considered the following other reports:-
- Freedom Leisure Annual Report 2020 - 2021
 - Scrutiny of the Waste Contract
 - Gender Pay Gap
 - Complaints Monitoring 2020/21
 - Recovery Programme Update
 - Quarter 1 - Climate Change and Green Recovery
- 5.6 The Committee continues to control its own Work Programme and makes appropriate adjustments as necessary.
- 5.7 Under its Terms of Reference, the Committee received details of the General Fund Budget and Capital Programme for the whole Council as well as receiving regular reports that monitored both operational and financial performance.
- 5.8 The Resources Scrutiny Committee's Work Programme is already populated for the forthcoming Municipal Year with various items and will again undertake the annual Review of the Constitution early in the New Year.

5.9 It is intended that this report, with the addition of any appropriate information concerning the current meeting, be taken to the next available meeting of the Council as the report back from this Scrutiny Committee in accordance with Article 6, Paragraph 6.3 of the Constitution whereby the Committee is required to report annually to the Council on its workings and future Work Programme.

6 Implications

6.1	Financial	Nil
	Legal	Nil
	Human Resources	Nil
	Human Rights Act	Nil
	Data Protection	Nil
	Risk Management	Nil

6.2	Community Impact Assessment Recommendations	<p>Impact on Public Sector Equality Duty: The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-</p> <p>Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.</p> <p>Recommendations Wider Community Impact: Detailed above.</p>
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Previous Consideration - Nil

Background Papers - File available in Law and Administration

ITEM NO 7(d)

ITEM NO 7(d)

Report of:	Head of Law and Administration
Contact Officer:	Andrew Bailey
Telephone No:	01785 619212
Ward Interest:	Nil
Report Track:	Resources 7/06/2022 (Only)

RESOURCES SCRUTINY COMMITTEE

7 JUNE 2022

Work Programme - Resources Scrutiny Committee

1 Purpose of Report

- 1.1 The purpose of this report is to present the Resources Scrutiny Committee's Work Programme.

2 Recommendation

- 2.1 That the Resources Scrutiny Committee considers and comments upon their Work Programme.

3 Key Issues and Reasons for Recommendation

- 3.1 The first stage in achieving a Member-led Overview and Scrutiny process is to develop a Work Programme for the Members of the Committee to own.
- 3.2 Accordingly, an up-to-date copy of the Resources Scrutiny Committee's Work Programme is provided for Members to consider or amend as appropriate.

4 Relationship to Corporate Business Objectives

- 4.1 This report is most closely associated with the following Corporate Business Objective 3:-

To be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.

5 Report Detail

- 5.1 Members will recall that one of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work Programme that is:-
- Owned by all Members of the Scrutiny Committee;
 - Flexible to allow the Committee to react to urgent items;
 - Contain aspects of both Overview and Scrutiny.
- 5.2 Therefore, at each scheduled meeting of the Resources Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider or amend as appropriate.
- 5.3 The Work Programme includes provision for the Committee to scrutinise appropriate items delivered through the Council’s Service Delivery Plan up to twelve months in advance, whilst maintaining the flexibility to respond to any issues that may arise.
- 5.4 Accordingly, attached at **APPENDIX** is the Resources Scrutiny Committee’s current Work Programme to consider or amend as appropriate.

6 Implications

6.1 Financial	Nil
Legal	Nil
Human Resources	Nil
Human Rights Act	Nil
Data Protection	Nil
Risk Management	Nil

<p>6.2 Community Impact Assessment Recommendations</p>	<p>Impact on Public Sector Equality Duty:</p> <p>The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-</p> <p>Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.</p> <p>Recommendations Wider Community Impact:</p> <p>Detailed above.</p>
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Previous Consideration - Nil

Background Papers – File available in Law and Administration

RESOURCES SCRUTINY COMMITTEE**7 JUNE 2022****Work Programme - Resources Scrutiny Committee****TUESDAY 23 AUGUST 2022 AT 6.30PM**

Minutes of Last Meeting:	7 June 2022
Officer Items by:	Monday 8 August 2022
Call-in Deadline:	Tuesday 16 August 2022
Member/Public Items by:	Thursday 11 August 2022
Agenda Despatch on:	Monday 15 August 2022
Officer Reports:	<ul style="list-style-type: none"> • Scrutiny of the Waste Contract Head of Operations • Final Accounts 2021/22 Head of Finance • Performance Update /Budget Monitoring Report Corporate Business and Partnerships Manager /Head of Finance • Work Programme Scrutiny Officer

THURSDAY 10 NOVEMBER 2022 AT 6.30PM

Minutes of Last Meeting:	23 August 2022
Officer Items by:	Wednesday 26 October 2022
Call-in Deadline:	Tuesday 18 October 2022
Member/Public Items by:	Monday 31 October 2022
Agenda Despatch on:	Wednesday 2 November 2022
Officer Reports:	<ul style="list-style-type: none"> • Freedom Leisure Annual Report Freedom Leisure • Financial Plan 2023/24 - 2025/26 Head of Finance • Fees and Charges Review 2023 Head of Finance • Fees and Charges Review 2023 - Leisure Contractor Head of Finance • Performance Update /Budget Monitoring Report Corporate Business and Partnerships Manager /Head of Finance • Review of the Constitution Head of Law and Administration • Work Programme Scrutiny Officer

TUESDAY 3 JANUARY 2023 AT 6.30PM

Minutes of Last Meeting:	10 November 2022
Officer Items by:	Friday 9 December 2022
Call-in Deadline:	Tuesday 13 December 2022
Member/Public Items by:	Wednesday 14 December 2022
Agenda Despatch on:	Friday 16 December 2022
Officer Reports:	<ul style="list-style-type: none"> • General Fund Revenue Budget 2022-23 to 2025-26 and Capital Programme 2022-23 - 2025-26 Head of Finance • Resources Portfolio - General Fund Revenue Budget 2022-23 to 2025-26 and Capital Programme 2022-23 - 2025-26 Head of Finance • Gender Pay Gap Report Head of Human Resources • Work Programme Scrutiny Officer

TUESDAY 28 FEBRUARY 2023 AT 6.30PM

Minutes of Last Meeting:	23 January 2023
Officer Items by:	Monday 13 February 2023
Call-in Deadline:	Tuesday 21 February 2023
Member/Public Items by:	Thursday 16 February 2023
Agenda Despatch on:	Monday 20 February 2023
Officer Reports:	<ul style="list-style-type: none"> • Review of the Constitution (If available by then) Head of Law and Administration • Performance Update /Budget Monitoring Report Corporate Business and Partnerships Manager /Head of Finance • Work Programme Scrutiny Officer

TASK AND FINISH REVIEW

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| <ul style="list-style-type: none"> • Procurement • Review of the Constitution • Section 106 Agreements |
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