

**To: Leader and Members of the Executive Board  
(Councillors D Wright, Bell, Deakin, Farrell, Gosling, D Humphreys, Reilly, Rose, Simpson and Symonds)**

**For the information of other Members of the Council**

**For general enquiries please contact the Democratic Services Team on 01827 719221 or via e-mail – [democraticservices@northwarks.gov.uk](mailto:democraticservices@northwarks.gov.uk)**

**For enquiries about specific reports please contact the officer named in the reports.**

**The agenda and reports are available in large print and electronic accessible formats if requested.**

## **EXECUTIVE BOARD AGENDA**

**23 November 2020**

The Executive Board will meet on Monday, 23 November 2020 at 6.30pm via Teams. An email invite will be sent to all Members and the meeting will be live streamed on the Council's YouTube channel, accessible from the home page of the Council's website or at <https://www.youtube.com/user/northwarks>

### **AGENDA**

- 1 Apologies for Absence / Members away on official Council business.**
- 2 Disclosable Pecuniary and Non-Pecuniary Interests**

### 3 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am 2 working days prior to the meeting. Participants are restricted to five minutes each.

PLEASE BE AWARE THAT THIS MEETING WILL BE TAKING PLACE REMOTELY.

Members of the public wishing to address the Board must register their intention to do so by 9:30 am 2 working days prior to the meeting. Participants are restricted to five minutes each.

If you wish to put a question to the meeting, please register by:  
e-mail to [democraticservices@northwarks.gov.uk](mailto:democraticservices@northwarks.gov.uk) or telephone:  
(01827) 719221/719226.

Once registered to speak, an invitation will be sent to join the Teams video conferencing for this meeting. Those registered to speak should dial the telephone number and ID number (provided on their invitation) when joining the meeting to ask their question. However, whilst waiting they will be able hear what is being said at the meeting. They will also be able to view the meeting using the YouTube link provided (if so they may need to mute the sound on YouTube when they speak on the phone to prevent feedback).

- 4 **Minutes of the Executive Board held on 16 March, 8 July and 21 September 2020** – copies herewith, to be approved as a correct record and signed by the Chairman.

## **ITEMS FOR DISCUSSION AND DECISION (WHITE PAPERS)**

- 5 **Calendar of Meetings 2021/2022** – Report of the Chief Executive

### **Summary**

The purpose of this report is to approve a calendar of meetings for 2021/22.

The Contact Officer for this report is Amanda Tonks (719221).

6 **Budgetary Control Report 2020/21 – Period Ended 31 October 2020** – Report of the Corporate Director - Resources

**Summary**

The report covers revenue expenditure and income for the period from 1 April 2020 to 31 October 2020. The 2020/21 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position for services reporting to this Board

The Contact Officer for this report is Nadeem Afzhal (719444).

7 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April 2020 – September 2020** – Report of the Chief Executive

**Summary**

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Executive Board for April 2020 to September 2020

The Contact Officer for this report is Robert Beggs (01827) 719238.

8 **Local Government and Social Care Ombudsman Annual Review 2019/20** - Report of the Chief Executive

**Summary**

This report informs the Board about the results of the Local Government and Social Care Ombudsman Annual Review 2019/20. The report highlights the number of complaints and enquiries considered by the Ombudsman relating to the Council and the outcome of their determinations. The report also provides some contextual information about the compliments and complaints received via the Council's corporate Compliments and Complaints Procedure.

The Contact Officer for this report is Robert Beggs (719238).

**EXEMPT INFORMATION  
(GOLD PAPERS)**

9 **Exclusion of the Public and Press**

**That under Section 100a(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

10 **Green Homes Grant : Local Authority Delivery - Report of the Director of Housing**

The Contact Officer for this report is Angela Coates (719368).

STEVE MAXEY  
Chief Executive

## NORTH WARWICKSHIRE BOROUGH COUNCIL

### MINUTES OF THE EXECUTIVE BOARD

16 March 2020

Present: Councillor Humphreys in the Chair

Councillors Bell, Farrell, Hayfield, McLauchlan, Osborne, Rose, Reilly, Simpson and D Wright

An apology for absence was received from Councillor Gosling (substitute Councillor Osborne)

#### 53 **Declarations of Personal or Prejudicial Interest.**

None were declared.

#### 54 **Minutes of the meeting of the Board held on 10 February 2020**

The minutes of the meeting of the Board held on 10 February 2020, copies having been circulated, were approved as a correct record and signed by the Chairman.

#### 55 **Corporate Plan 2020/21**

The Chief Executive sought approval for the adoption of the Corporate Plan 2020/21.

##### **Recommendation to Council:**

- a That the Corporate Plan, as set out in the Appendix to the report of the Chief Executive, be agreed; and**
- b That the Chief Executive be given delegated authority to finalise the format of the Plan.**

#### 56 **Leisure Facilities – Request for a Supplementary Estimate**

The Director of Leisure and Community Development sought approval for a supplementary estimate to enable the appointment of an external consultant to work with the Authority to identify the most appropriate and sustainable portfolio of leisure facilities to serve the residents of North Warwickshire.

**Resolved:**

**That a supplementary estimate in the sum of £53,000, to enable the appointment of an external consultant to work with the Authority in undertaking a Strategic Outcomes Planning Model, through which an appropriate and sustainable portfolio of leisure facilities for North Warwickshire will be identified, be approved.**

**57 Civil Parking Enforcement**

The Corporate Director – Streetscape sought approval for the submission of a joint application from Warwickshire County Council and North Warwickshire Borough Council to the Department for Transport to begin the formal process for the implementation of Civil Parking Enforcement across the Borough.

**Resolved:**

- a That North Warwickshire Borough Council formally supports the application for the implementation of a Civil Enforcement Area and gives its agreement to Warwickshire County Council to start the process of implementation with the aim of CPE being in place by April 2021 at the latest;**
- b That a fundamental review of North Warwickshire Borough Council’s off-street parking management and enforcement is undertaken in order to complement and support the future implementation of Civil Parking Enforcement within the Borough; and**
- c That further reports setting out the future provision, management and enforcement of off-street parking within the Borough be brought to Resources Board for consideration.**

**58 Minutes of the Special Sub-Group held on 16 March 2020**

The Minutes of the Special Sub-Group held on 16 March 2020 were received and noted.

**59 Appointment of Monitoring Officer**

The Chief Executive asked the Board to formally designate the Head of Legal Services, Clive Tobin, as the Council’s Monitoring Officer.

**Recommended:**

**That Clive Tobin be designated as the Monitoring Officer from his first day of employment with the Council.**

60 **Exclusion of the Public and Press**

**Resolved:**

**That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

61 **Honorary Aldermen**

The Chief Executive asked Members to consider recommending that Council confer the title of Alderman on a number of former Councillors.

**Resolved:**

- a That the criteria for Honorary Aldermen, as set out in Appendix A to the report of the Chief Executive, be agreed;**
- b That the recommendations for conferring the title of Honorary Alderman on the former Members mentioned in the report of the Chief Executive be agreed; and**
- c That a special meeting of the Council be convened for the purpose of appointing Honorary Aldermen.**

CHAIRMAN

## NORTH WARWICKSHIRE BOROUGH COUNCIL

### MINUTES OF THE EXECUTIVE BOARD

8 JULY 2020

Due to Government guidance during the COVID-19 pandemic this meeting was held virtually at various remote locations and live streamed

Present: Councillor D Wright in the Chair

Councillors Bell, Deakin, Farrell, Gosling, D Humphreys, Reilly, Rose, Simpson and Symonds

Councillors Chambers, D Clews, M Humphreys, Jarvis, Jenns, Lebrun, Morson, Moss, Osborne, H Phillips and Smith were also in attendance.

#### 1 **Declarations of Personal or Prejudicial Interest**

None were declared.

#### 2 **COVID 19**

The Chief Executive asked Members to note the action taken during the COVID 19 outbreak and agree the framework for the recovery stage.

##### **Resolved:**

- a **That the action taken to date, set out in the report of the Chief Executive, be noted;**
- b **That the Urgent Business Powers utilised by the Chief Executive, and set out in the report, be noted;**
- c **That the framework for the recovery stage of the outbreak be agreed; and**
- d **That a Member Working Group to comprise six Members be appointed.**

#### 3 **Revised Statement of Community Involvement**

The Chief Executive provided some revisions to the Statement of Community Involvement as a result of COVID 19 and advised Members that it was envisaged these changes would ensure the continued progression of the Local Plan.

**Resolved:**

**That the revisions to the Statement of Community Involvement, as outlined in the report of the Chief Executive, be approved.**

**4 Update on Sub-Regional Materials Recycling Facility**

The Corporate Director – Streetscape updated Members on the Sub-Regional MRF Project progress to date and next steps in the process of procuring and delivering the facility. Members were also asked to appoint a partner representative to the Board of the MRF company.

**Resolved:**

- a That the report be noted; and**
- b That the Corporate Director – Streetscape be nominated as representative to the company Board.**

**5 Pavement Licences**

The Chief Executive, asked Members of the Board to note a scheme to be implemented the Chief Executive's Urgent Business Powers in respect of a new scheme for the consideration of Pavement Licences.

**Resolved:**

**That the action be noted; and**

**Recommendation to the Council:**

**That the arrangements detailed in the report and set out in the Appendix to the report of the Chief Executive be agreed and the Constitution be amended.**

**6 In accordance with section 100B(3) & (4) and Schedule 12 paragraph 4(5) of Schedule 12 to the 1972 Act and the Council's Standing Orders the Chairman of the Executive Board agreed the following report as urgent.**

**Devolution White Paper**

The Chief Executive asked Members to note prospective developments in Government policy regarding further devolution to Local Government and other related changes.

**Resolved:**

- a That the report be noted;**

- b That the Council participate in the review of Local Government in Warwickshire;**
- c That delegated authority be given to the Chief Executive to provide comments on behalf of this Authority on the brief for this report, agree the final brief and agree a financial contribution to that work, in consultation with the Leader of the Council and Leader of the Opposition; and**
- d That this Council's representative, on any working group to consider this work across the County or Region, be appointed as the Leader of the Council.**

David Wright  
CHAIRMAN

## NORTH WARWICKSHIRE BOROUGH COUNCIL

### MINUTES OF THE EXECUTIVE BOARD

21 SEPTEMBER 2020

Present: Councillor D Wright in the Chair

Councillors Bell, Deakin, Farrell, Gosling, D Humphreys, M Humphreys Reilly, Rose, and Symonds.

An apology for absence was received from Councillor Simpson (substitute Councillor M Humphreys)

Councillors Chambers, D Clews, Dirveiks, Jenns, Lees, Macdonald and McLauchlan were also in attendance.

#### 7 **Declarations of Personal or Prejudicial Interest**

Councillor Gosling declared a non-disclosable pecuniary interest by reason of being a Director of Jelly Beans Nursery.

#### 8 **Budgetary Control Report 2020/21 – Period Ended 31 July 2020**

The Corporate Director Resources reported on revenue expenditure and income for the period 1 April 2020 to 31 July 2020.

**Recommended:**

**That the report be noted.**

#### 9 **Capital Programme – 2019/20 Final Position**

The Corporate Director Resources updated Members on the position of the 2019/20 Capital Programme at the end of March 2020.

**Recommended:**

- a **That the level of expenditure incurred to the end of March 2020 against the 2019/20 Revised Capital Programme, be noted; and**
- b **That the carry forward schemes identified in column 6 of Appendix A to the report of the Corporate Director Resources be approved and added to the 2020/21 Capital Programme.**

10 **Financial Strategy 2020 - 2025**

The Corporate Director Resources summarised the Authority's Financial Strategy, projects forward the Authority's General Fund budgets to 2024/25, and suggested a detailed budget approach for the 2021/22 General Fund Budget.

Councillor Farrell moved to add a further recommendation (d) to those in the report which was agreed.

**Recommended:**

- a **That the Financial Strategy shown as Appendix A to the report of the Corporate Director Resources, be approved;**
- b **That the General Fund budget projections for 2021/22 to 2024/25 be noted;**
- c **That the budget approach, as set out in section 8 of the report of the Corporate Director of Resources, be adopted; and**
- d **That Council writes to the Government requesting that the Council be fully compensated for the costs of the COVID-19 pandemic and that they review the funding formula for local government finance to provide North Warwickshire Borough Council with the funding it requires to deliver services.**

11 **Capital Accounts 2019/20**

The Corporate Director Resources reported that the capital accounts for 2019/20 had been prepared and detailed expenditure for the year, together with the methods of funding used.

**Recommended:**

**That the methods of funding to meet capital expenditure incurred in 2019/20, be approved.**

12 **Annual Governance Statement 2019/20**

The Corporate Director Resources presented the revised Code of Corporate Governance 2020/21 and the Annual Governance Statement for 2019/20 for approval.

**Recommended:**

- a **That the Code of Corporate Governance 2020/21 as set out in Appendix A to the report of the Corporate Director of Resources, be approved; and**

- b That the Annual Governance Statement for 2019/20 as set out in Appendix B to the report of the Corporate Director Resources, be approved.**

**13 Financial Management System Procurement**

The Board were asked to consider the procurement of a replacement Financial Management System.

**Resolved:**

**That the procurement of a Cloud based financial system, be approved.**

**14 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April 2019 - March 2020**

Members were informed of the achievement of the Corporate Plan and Performance Indicator targets relevant to the Board for April 2019 to March 2020.

**Resolved:**

**That the report be noted.**

**15 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April - June 2020**

Members were informed of the achievement of the Corporate Plan and Performance Indicator targets relevant to the Board for April to June 2020.

**Resolved:**

**That the report be noted.**

**16 Planning Consultations**

The Chief Executive provided a summary and comments on the recent consultation relating to Planning, including the White Paper "Planning for the Future".

**Resolved:**

- a That the report be considered by Planning and Development Board and the Local Development Framework Sub-Committee; and**

- b That the Chief Executive, in consultation with the Leader, Chairs of the above Boards and Opposition Spokespeople, send a response to meet the deadline of 1 October and 29 October for each of the consultations.**

**17 Request for a Supplementary Capital Scheme – Parking**

Further to the Resources Board consideration of a proposal to fund works to Water Orton car park, Members approval was sought for a supplementary estimate to enable the work to be undertaken.

**Recommended:**

**That a supplementary capital sum of £85,000, to enable work at Water Orton Car Park be approved.**

**18 Delegation of Powers – unlawful encampments**

The Head of Legal Services and Monitoring Officer presented a proposal to delegate powers to officers to enhance the enforcement process for dealing with unlawful occupation of land in the Council's area.

**Resolved:**

- a That the powers in sections 77 and 78 of the Criminal Justice and Public Order Act 1994 be delegated to the Chief Executive and the Head of Legal Services and Monitoring Officer; and**
- b That guidelines in relation to when those powers should be used be adopted by the Council to make it clear when enforcement action is appropriate; and**
- c That the Council considers taking steps to mitigate any harm which is caused by encampments in appropriate cases.**

**19 Amendment of Constitution – voting and signature of documents**

The Head of Legal Services and Monitoring Officer sought approval of amendments to the Constitution to make further provision for voting at remote meetings and to allow electronic signatures on certain documents required to be served under the Constitution.

**Recommended:**

- a That Standing Order 45 be amended to require voting by roll-call as indicated in paragraph 2.1.5 of the report of the Head of Legal Services and Monitoring Officer; and**
- b That Standing Order 45 be amended to permit electronic signature of certain documents during restrictions which are in place due to Covid19 pandemic as indicated in paragraph 2.2.3 of the report of the Head of Legal Services and Monitoring Officer.**

**20 Appointment to Boards and Outside Bodies**

The Board were asked to consider appointments to certain Boards and Sub-Committees following Councillor Lebrun cessation of membership of the Conservative Group, together with appointment of members to certain outside bodies.

**Recommended:**

- a That Councillor Lebrun be appointed as a member of the bodies referred to in paragraph 3.4 of the report of the Head of Legal Services and Monitoring Officer;**
- b That, in order to facilitate the above, Councillor Hayfield ceases to be a member of the Licensing Committee and Councillor Parker ceases to be a member of the Safer Communities Sub-committee;**
- c That Councillor Macdonald be appointed as the Council's representative on the Adult Social Care Overview and Scrutiny Committee in place of Councillor Bell; and**
- d That Ben Henry be appointed to the Coleshill Grammar School Endowment Foundation.**

David Wright  
CHAIRMAN

**Agenda Item No 5**

**Executive Board**

**23 November 2020**

**Report of the Chief Executive**

**Calendar of Meetings 2021/22**

**1 Summary**

1.1 The purpose of this report is to approve a calendar of meetings for 2021/22.

**Recommendation to the Council**

**That the draft calendar of meetings for 2021/22 as submitted at Appendix A to the Chief Executive's report be approved.**

**2 Report**

- ...
- 2.1 A draft calendar of meetings for 2021/22 is submitted as Appendix A, which includes a revised schedule for March 2021.
- 2.2 The revised schedule in March relates to extra meetings of the Executive Board and then Council on 29<sup>th</sup> March in order for detailed consideration of the Corporate Plan 2021/22. Given the uncertainty relating to the COVID 19 pandemic it is suggested that extra time would be useful to finalise the Corporate Plan.
- 2.3 Given the scheduled annual Council meeting, 5<sup>th</sup> May, is the day before the elections it is proposed to move that to 19<sup>th</sup> May.
- 2.3 Other points to note on the calendar are as follows:-
- a The majority of all main Board meetings will meet on a Monday. Meetings of the Full Council continue to be held on Wednesdays;
  - b Planning and Development Board to meet once each month;
  - c The Resources Board, the Community and Environment Board and the Executive Board to meet at least once a cycle;
  - d A meeting of the Special Sub-Group has been scheduled each month;
  - e A meeting of the Licensing Committee has been set for the end of January and additional meetings will be arranged on an ad hoc basis;

- f A number of meetings of the Safer Communities Sub-Committee have been set and the Local Development Framework Sub-Committee will be arranged on an ad-hoc basis; and
- g A meeting of the Executive Board and Full Council is scheduled at the end of July 2021. It is needed to consider the audited accounts before the end of July and is an annual requirement.

**3 Report Implications**

3.1 There are no report implications.

The Contact Officer for this report is Amanda Tonks (719221).

**Background Papers**

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

<b>Background Paper No</b>	<b>Author</b>	<b>Nature of Background Paper</b>	<b>Date</b>
None			

**NORTH WARWICKSHIRE BOROUGH COUNCIL  
MEETINGS TIMETABLE – 2021/22**

	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
1									PLAN	COUNCIL					
2		BHOL				PLAN			SSG						BHOL
3			BHOL								BHOL				
4								PLAN							COUNCIL
5		BHOL			PLAN			SSG							
6			Elections		SSG		PLAN			PLAN					
7				PLAN			RES			SSG		PLAN	PLAN		
8	PLAN			SSG					RES				SSG		
9	SSG														PLAN
10			PLAN			SSG					PLAN				SSG
11			SSG					CEB			SSG			PLAN	
12		PLAN												SSG	
13		SSG													
14				EXB			SSG					EXE	CEB		
15	CEB								SAC			SSG		BHOL	
16	SAC														CEB
17			CEB								CEB				
18														BHOL	
19			COUNCIL												
20							EXB								
21					EXB/COUNCIL								SAC		
22	RES								EXB						
23				COUNCIL								COUNCIL			
24			RES								RES				
25											LIC				
26					CEB										
27										BHOL					
28				SAC						BHOL			RES		
29	EXB/COUNCIL						COUNCIL								
30						BHOL									BHOL
31			BHOL												

EXB - Executive Board  
RES - Resources Board  
CEB - Community and Environment Board  
PLAN - Planning and Development Board

LIC - Licensing Committee  
SAC - Safer Communities Sub-Committee  
SSG - Special Sub-Group  
LDF - Local Development Framework Sub-Committee

## Agenda Item 6

### Executive Board

23 November 2020

### Report of the Corporate Director - Resources

### Budgetary Control Report 2020/21 Period Ended 31 October 2020

#### 1 Summary

- 1.1 The report covers revenue expenditure and income for the period from 1 April 2020 to 31 October 2020. The 2020/21 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position for services reporting to this Board.

#### **Recommendation to Council**

**To consider if any further information is required.**

#### 2 Introduction

- 2.1 Under the Service Reporting Code of Practice (SeRCOP), services should be charged with the total cost of providing the service, which not only includes costs and income directly incurred, but also support costs relating to such areas as finance, office accommodation, telephone costs and IT services. The figures contained within this report are calculated on this basis.

#### 3 Overall Position

- 3.1 Net expenditure for those services that report to the Executive Board as at 31 October 2020 is £359,172 compared with a profiled budgetary position of £417,100; an underspend of £57,928. Appendix A to this report provides details of the profiled and actual position for each service reporting to this Board, together with the variance for the period.

- 3.2 Where possible, the budget to date figure has been calculated with some allowance for seasonal variations, in order to enable a better comparison with actual figures.

#### 3.3 North Warwickshire Local Development Framework

- 3.3.1 The underspend of £55,128 is due to a delay in the timing of the work on the Local Development Plan as a result of Covid-19.

#### 4 Risks to the Budget

- 4.1 The key risks to the budgetary position of the Council from services under the control of this Board are:

	Likelihood	Potential impact on Budget
The Local Plan process is becoming more costly due to the Duty to Cooperate and also needs to be repeated more often as national guidance requires.	High	High
The Emergency Planning budget may be insufficient to cover the costs of any major local emergency.	Low	High

#### 5 Estimated Out-turn

- 5.1 Members have requested that Budgetary Control Reports provide details on the likely out-turn position for each of the services reporting to this Board. The anticipated out-turn for this Board for 2020/21 is detailed in the table below: -

	£
<b>Approved Budget 2020/21</b>	<b>731,530</b>
Underspend on Local Development Plan	(65,000)
<b>Expected Out-turn 2020/21</b>	<b>666,530</b>

- 5.2 The figures provided above are based on information available at this time of the year and are the best available estimates for this Board, and may change as the financial year progresses. Members will be updated in future reports of any changes to the forecast out turn.

#### 6 Report Implications

##### 6.1 Finance and Value for Money Implications

- 6.1.1 Income and Expenditure will continue to be closely managed and any issues that arise will be reported to this Board for comment at future meetings.

##### 6.2 Environment and Sustainability Implications

- 6.2.1 The Council has to ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nadeem Afzal (719444).

## North Warwickshire Borough Council

## Executive Board

## Budgetary Control Report 2020/21 as at 31 October 2020

Description	Approved Budget 2020/21	Profiled Budget October 2020	Actual October 2020	Variance	Comments
	£	£	£	£	
Housing Strategic Service Review	31,550	18,404	18,404	-	
Outreach and Access to Services	136,450	82,423	82,423	-	
Corporate Communications	63,840	26,269	26,269	-	
Community Strategy	130,240	75,973	75,081	(893)	
Emergency Planning	47,450	26,069	24,162	(1,908)	
N.Warks Local Development Framework	319,040	186,235	131,108	(55,128)	Comment 3.3
Support to Parishes	2,960	1,727	1,727	-	
<b>Total Expenditure</b>	<b>731,530</b>	<b>417,100</b>	<b>359,172</b>	<b>(57,928)</b>	

## Agenda Item No 7

### Executive Board

23 November 2020

#### Report of the Chief Executive

#### Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April - September 2020

### 1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Executive Board for April to September 2020.

#### **Recommendation to Council**

**That Members consider the performance achieved and highlight any areas for further investigation.**

### 2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

### 3 Background

- 3.1 This report shows the second quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2020/21. This is the second report showing the progress achieved so far during 2020/21.

### 4 Progress achieved during 2020/21

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with the national and local performance indicators during April to September 2020/21 for the Executive Board.

- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target not achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

## 5 Performance Indicators

- 5.1 The current performance indicators have been reviewed by each division and Management Team for monitoring for the 2020/21 year.
- 5.2 Members are asked to note that work is underway to review and improve the performance reports following discussions at Executive Board.

## 6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 64% of the Corporate Plan targets and 67% of the State of Borough Indicators performance indicator targets and 67% of the Council Indicators are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

### Corporate Plan

Status	Number	Percentage
Green	7	64%
Amber	4	36%
Red	0	0%
Total	11	100%

### Performance Indicators

#### State of the Borough Indicators

Status	Number	Percentage
Green	4	67%
Amber	2	33%
Red	0	0%
Total	6	100%

#### Council Performance Indicators

Status	Number	Percentage
Green	2	67%
Amber	1	33%
Red	0	0%
Total	3	100%

## 7 **Summary**

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

## 8 **Report Implications**

### 8.1 **Safer Communities Implications**

- 8.1.1 The community safety performance indicators are included in the report.

### 8.2 **Legal, Data Protection and Human Rights Implications**

- 8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

### 8.3 **Environment and Sustainability Implications**

- 8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of targets and indicators included which contribute towards the priorities of the sustainable community strategy including financial inclusion, core strategy, community safety and affordable housing.

### 8.4 **Risk Management Implications**

- 8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

### 8.5 **Equality Implications**

- 8.5.1 There are a number of contributions towards equality related targets and indicators including, informing customers about opportunities to influence decision making, customer access, consultation, domestic abuse and financial inclusion highlighted in the report.

### 8.6 **Links to Council's Priorities**

- 8.6.1 There are a number of targets and performance indicators contributing towards the priorities of protecting our countryside and heritage, creating safer communities, responsible financial and resource management, supporting employment and businesses and promoting sustainable and vibrant communities.

The Contact Officer for this report is Robert Beggs (719238)

## Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

Executive Board 20/21								
	Action	Priority		Reporting Officer	Quarter 1	Quarter 2	Status	Direction
1	To achieve the savings required by the Medium Term Financial Strategy including a £5 annual rise in Council Tax	Responsible Financial & Resource Management	Executive Board/Special Sub	Sue Garner	Work on savings was largely put on hold in quarter 1.	Work on finding the savings is ongoing.	Green	↔
2	To update the Medium Term Financial Strategy in September 2020 and February 2021, to take account of external funding changes relating to Business Rates and the Fair Funding Review	Responsible Financial & Resource Management	Executive Board	Sue Garner	Some preparatory work was undertaken	An update of the MTFS was taken to the Executive Board in September. Work on the February update has started.	Green	↔
3	To carry out a full review of the Council's Capital and Investment Strategy by February 2021	Responsible Financial & Resource Management	Executive Board	Sue Garner/Richard Dobbs	Limited work undertaken in quarter 1	Preparatory work is underway.	Green	↔
8	To progress the review of the Administrative Services as part of a transformation programme for the Council's operations and, once completed, consider further areas for review, including vehicle maintenance	Responsible Financial & Resource Management	Executive Board/Resources Board/Community and Environment/Safer Communities Sub-Committee/Special Sub	Steve Maxey/Linda Bird/EMT	A review, funded by a successful bid to the LGA's Efficiency Expert Programme, was completed immediately prior to lock down. A recent reconsideration of the consultant's report identified a number of areas where things had changed due to work practices put in place during the pandemic. The LGA has provided additional funding for an update and to help with implementation.	A review, funded by a successful bid to the LGA's Efficiency Expert Programme, was completed immediately prior to lock down. A recent reconsideration of the consultant's report identified a number of areas where things had changed due to work practices put in place during the pandemic. The LGA has provided additional funding for an update and to help with implementation. The revised report is being worked on and is expected this month	Green	↔
14	To ensure that the Council is prepared for emergencies and has suitable emergency and business continuity plans, as required by the Civil Contingencies Act, and to review both the emergency and business continuity plans, reporting quarterly to Board	Creating Safer Communities	Executive Board	Robert Beggs	The focus during this quarter has been on the responses to the coronavirus pandemic. Our business continuity plans have been enhanced to increase staff capacity to work from home. The Warwickshire Local Resilience Forum has worked at a regional level to support responses. On a borough and county level effective working arrangements were put in place to support people shielding and other vulnerabilities.	Work continued in this period to sustain responses and support during the coronavirus pandemic. The Warwickshire / West Midlands LRF arrangements are still in place. A very recent development is the preparation of a Warwickshire Stand up Plan for shielding. Our business continuity responses are in a good position with the enhanced capacity to work from home across most departments.	Green	↔
15	To establish a North Warwickshire Flooding Forum and continue to work with Warwickshire County Council, the Environment Agency and local communities to mitigate the effects of, and protect against, the impacts of localised flooding and to update as part of the quarterly performance reports	Creating Safer Communities	Executive Board	Richard Dobbs/Steve Maxey	NWBC continues to work with EA, WCC, parish councils, developers and other stakeholders in this area	Work on setting up a flood forum has been delayed due to COVID 19 restrictions. Some flood protection and mitigation measures are being prepared in conjunction with the County Council at Piccadilly.	Amber	↔
30	To progress the Local Plan through Inquiry towards adoption and commence further work as agreed by the Local Development Framework Sub-Committee, including work to protect valued views, Member steering groups on major allocation sites (to include Section 106 requirements) and consideration of work for the next Local Plan period (2033-2045)	Protecting our Countryside & Heritage	Executive Board/Planning & Development Board/LDF Sub-Committee	Dorothy Barratt	Local Plan work is continuing with adoption expected early 2021	Local Plan work is continuing with adoption expected early 2021. Virtual Hearings are in the process of being arranged with the Planning Inspectorate.	Green	↔
48	To ensure that, as part of the Council's corporate Communications Strategy, we effectively engage residents, businesses and all sections of our communities to inform them of the Council's services and priorities and make clear the opportunities for them to be involved in decision making via consultation and social media, including developing an Engagement Strategy by December 2020, reviewing the operating model of North Talk and an events calendar.	Promoting Sustainable & Vibrant Communities	Executive Board	Linda Bird/Steve Maxey	The majority of 'business as usual' communications was put on hold at the start of the Covid-19 pandemic. Communications and engaging via social media has played a major role in the Council's response. Work on the next edition of Northtalk will start in September as will consideration of an Engagement Strategy.	Engagement activities are principally focused on COVID activities.	Amber	↔
49	To develop an Economic Development Strategy focusing in particular on reducing the reliance on logistic industries in favour of industries promoted by the UK and WM Industrial Strategies, working with Warwickshire County Council, including projects which could attract funding from the proposed UK Shared Prosperity Fund, by December 2020	Supporting Employment & Business	Executive Board	Steve Maxey	A draft Economic Strategy will be presented to the Member Working Group looking at COVID 19 recovery	A draft Economic Strategy has been produced and will be considered by the COVID 19 Member working group.	Amber	↔

	Action	Priority		Reporting Officer	Quarter 1	Quarter 2	Status	Direction
50	To continue to work with partner organisations in the Coventry, Warwickshire and Hinckley Joint Committee and West Midlands Combined Authority and to consider further options for joint work in the light of Central Government proposals for greater devolution, if this proves beneficial to the local economy	Supporting Employment & Business	Executive Board	Steve Maxey	A White Paper is expected from Government in September setting out the next steps in devolution to local areas	A White Paper is expected either later this year or next setting out the next steps in devolution to local areas	Green	↔
62	Examine the case for a sub-regional Planning Policy Framework for sustainable construction to ensure high levels of sustainability for new buildings in the Borough	Tackle Climate Change	Executive Board Planning & Development Board	Steve Maxey	This will be picked up as part of the joint work on spatial planning which has been delayed slightly due to the COVID outbreak	This will be picked up as part of the joint work on spatial planning which has been delayed slightly due to the COVID outbreak. The work programme for the joint spatial planning work has now been drafted and progressed by the CSW group of planning officers	Amber	↑

NWPI Executive Board 20/21

Ref	Description	Section	Priority	Year End Target 202/21	Outturn 2019/20	April - Sept Performance	Traffic Light	Direction of Travel	Comments
<b>Council Performance Indicators</b>									
NWLPI 158	To respond to all complaints and requests for service within three working days	Env Health (C, L & HP)	Public Services and Council Tax	99	98	99	Green	↑	
New	The number of LG & Housing Ombudsman complaints determined as maladministration	Policy Support	Public Services & Council Tax	0	0	0	Green	↔	No current cases being investigated by the LG Ombudsman.
NWLPI 162	Percentage of Freedom of Information replies dealt with within 20 days	Policy Support	Public Services & Council Tax	100	94%	82%	Amber	↑	282 Freedom of Information requests and 7 Environmental information requests received, 236 completed within 20 days, 26 over 20 days and 27 outstanding and overdue. In addition 9 data protection related requests received and 8 dealt within specified timescales.
<b>State of the Borough Indicators</b>									
NWLPI 153	Number of burglary residential dwellings	Policy Support	Crime and Disorder	193	194	61	Green	↓	The levels overall are 46% lower compared to the same period last year. In quarter two the levels have slightly risen. August and September saw 15 burglaries in each month, the highest level so far in this year. Community Safety Partnership problem solving meeting in October will consider the current trend.
NWLPI 154a	Number of violent offences with injury in the local authority area	Policy Support	Crime and Disorder	540	541	279	Amber	↓	In quarter two the levels have increased by 39 offences. August saw the highest number of offences so far with 59. The profile of the offences will be considered further by the Community Safety Partnership.
NWLPI 154b	Number of violent offences without injury in the local authority area	Policy Support	Crime and Disorder	969	970	576	Amber	↓	The levels in quarter two have increased by 26 offences. The trend is currently to be increase of 22% compared to last year. The profile of the offences will be considered further by the Community Safety Partnership.
NWLPI 155	The number of vehicle crimes in the local authority area	Policy Support	Crime and Disorder	581	582	179	Green	↔	The levels in quarter two have remained fairly consistent with 35 theft of vehicles and 54 thefts from vehicles.

Ref	Description	Section	Priority	Year End Target 202/21	Outturn 2019/20	April - Sept Performance	Traffic Light	Direction of Travel	Comments
@NW:NI032	Violence Against the person with injury Offences related to Domestic Violence	Policy Support	Crime and Disorder	211	212	106	Green	↔	The levels have remained consistent across both quarters so far. There have been increases in offences without injury relating to domestic abuse.
@NW:NI047	People killed or seriously injured in road traffic accidents	Policy Support	Crime and Disorder	62	42	15	Green	↔	During April to August there have been 15 KSI's. No fatalities seen in this period.

**Agenda Item No 8**

**Executive Board**

**23 November 2020**

**Report of the Chief Executive**

**Local Government and Social Care  
Ombudsman Annual Review  
2019/20**

**1 Summary**

- 1.1 This report informs the Board about the results of the Local Government and Social Care Ombudsman Annual Review 2019/20. The report highlights the number of complaints and enquiries considered by the Ombudsman relating to the Council and the outcome of their determinations. The report also provides some contextual information about the compliments and complaints received via the Council's corporate Compliments and Complaints Procedure.

**Recommendation to the Board**

**That the report be noted.**

**2 Consultation**

- 2.1 Consultation has been carried out with the chair, vice chair and opposition spokesperson. Any comments received regarding the report will be highlighted to the Board.

**3 Background**

- 3.1 This report has been prepared following receipt of the Annual Review Letter 2019/20 from the Local Government and Social Care Ombudsman. The Annual Review provides a summary of the complaints and enquiries made to the Ombudsman relating to the Council during the 2019/20 year. The Annual review also shows what decisions the Ombudsman made about the complaints and enquiries received.

**4 Annual Review 2019/20**

- 4.1 Attached at Appendix A is a copy of the letter received by the Chief Executive from the Local Government and Social Care Ombudsman dated 22 July 2020. The annual review shows that no detailed investigations were carried out by the Ombudsman relating to the Council. The Ombudsman did receive 4 complaints to consider. This compares to 3 complaints or enquiries received in the 2018/19 year. The 4 complaints and enquires were determined in the following way:

- 1 advice given
- 3 referred back for local resolution

4.2 None of the complaints or enquiries raised resulted in an investigation by the Ombudsman. The cases referred back for local resolution will have been considered via the Council's Complaints Procedure. Members are requested to note that the Ombudsman is aiming to focus on the lessons that can be learned and the wider improvements that can be achieved through their recommendations to improve services. The Ombudsman is publishing more information about outcomes of their investigations and highlighting where recommendations result in improvements to local services.

4.3 More information about the outcomes from investigations is available on the website link shown below. There are focus reports relating to specific service areas including housing, planning, environmental services, benefits and taxation:

<https://www.lgo.org.uk/information-centre/reports>

4.4 Members should also note that the Housing Ombudsman investigates complaints regarding social housing and they have a Memorandum of Understanding with the Local Government and Social Care Ombudsman. More information about what kind of complaints they can investigate is shown on the website link below:

<http://www.housing-ombudsman.org.uk/learning-faqs/factsheets/what-kind-of-complaints-can-we-consider/#.WX8L6HIK2Uk>

4.5 The 4 complaints and enquiries received by the Local Government and Social Care Ombudsman were regarding the following services:

- Housing
- Benefits and Tax
- Planning and Development 2

4.6 It is pleasing to report that the complaints and enquires resulted in the Ombudsman not finding significant fault by the Council. The outcomes of the complaints and enquiries are shown above at paragraph 4.1.

## 5 Compliments and Complaints 2019/20

... 5.1 Attached at Appendix B is a table showing the numbers of compliments and complaints received by service department through the Council's corporate procedure during the 2019/20 year. The table shows that 61 complaints, 150 requests for service and 47 compliments were received in the 2018/19 year. The number of complaints is an increase of 19 (31%) from 2018/19.

5.2 The increase is mainly due to increases in relation to Housing Maintenance with an increase of 8 complaints and increases spread across Revenues and Benefits and other departments. The overall number has increased from 42 in 2018/19 to 61 in 2019/20.

- 5.3 The number of requests for service has increased to 150 from 83. The requests for service are complaint contacts which were considered not to be stage 1 complaints. These can include the raising of an issue for the first time without the relevant service being aware of the issue. The requests for service are mainly being received via the complaints web page.
- 5.4 The majority of complaints received relate to Streetscape, Housing, and Development Control. Combined they account for 32 (52%) of the complaints received. These are service areas with high customer contacts and therefore it is not unusual to expect this.
- 5.5 Decreases have been seen in Streetscape by 6. Overall the number of complaints received 61 remains low when compared to the total number of contacts received and people dealt with.
- 5.6 An outcome status against each complaint is determined to show whether the complaint was considered to be justified (upheld) or not upheld. This can be a matter of judgement and there will be some complaints which can be interpreted either way. Some complaints will have elements that could have been dealt with differently or better on occasions. Of the complaints received in 2019/20 27 (46%) were considered to be not upheld and 32 (54%) justified.
- 5.7 The compliments received show some examples of positive feedback received from residents and customers. The compliment figures do not include customer feedback responses received by Housing and Community Support which are monitored within their division.
- 5.8 Shown below is a table of the totals of compliments and complaints received during the last 10 years.
- 5.9 Table of Compliments and Complaints Totals

<b>Year</b>	<b>Compliments</b>	<b>Complaints</b>
2008/09	31	33
2009/10	43	30
2010/11	55	25
2011/12	45	40
2012/13	37	46
2013/14	46	95
2014/15	53	54
2015/16	79	73
2016/17	61	58
2017/18	62	85
2018/19	34	42
2019/20	47	61

## **6 Summary**

- 6.1 Overall the number of complaints received is low in comparison to the number of customer contacts the Council has. There has been an overall reduction in the number of complaints received compared to the 2017/18 year. The Local Government and Social Care Ombudsman have not determined any enquiries made to them. Members are requested to note the report and to identify any areas that require further consideration.

## **7 Report Implications**

### **7.1 Legal Data Protection and Human Rights Implications**

- 7.1.1 Some complaint cases can ultimately be investigated by either the Local Government and Social Care Ombudsman or the Housing Ombudsman. If an adverse finding is made by the Ombudsman concerned they can order the Council to pay compensation to the affected person and can also require the Council to consider a report on their findings and confirm the action they will take to deal with the issue concerned. Legal and Human Rights implications can be a consideration of some complaint investigations.

- 7.1.2 Complaints regarding data protection or information requests are considered under the Complaints Procedure and can be referred to the Information Commissioner's Office for further investigation.

### **7.2 Environment and Sustainability Implications**

- 7.2.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. Feedback and learning from Complaints and Compliments helps the Divisions identify service improvements. The Procedure includes a specific requirement to identify any service improvements arising from each complaint investigation.

### **7.3 Equality Implications**

- 7.3.1 The Complaint investigations provide an opportunity to identify any equality related implications. For example there are individual complaints regarding missed assisted collections. These are generally isolated issues. No adverse implications have been identified from the complaints received in 2019/20. The monitoring of complaints and compliments helps inform the Council's consideration of meeting the Equality Act requirements. Any specific equality related implication arising from a complaint investigation is considered in liaison with Policy Support and Legal Services as necessary.

### **7.4 Risk Management Implications**

- 7.4.1 Effective performance monitoring and analysis of complaints received will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance and quality level.

## 7.5 Health and Well Being and Leisure Implications

7.5.1 Some complaints received do raise concerns relating to the health and well being of individuals. These can include concerns about conditions of properties and impacts from outstanding repair works.

## 7.6 Financial Implications

7.6.1 Any financial payments and credits identified in complaint investigations are made from the appropriate service budget under provisions relating to that service.

## 7.7 Links to Council's Priorities

7.7.1 By having an open and accessible complaints procedure this will contribute towards the achievement of the Council's priorities and in particular promoting vibrant and sustainable communities.

The Contact Officer for this report is Robert Beggs (719238).

### Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

22 July 2020

*By email*

Mr Maxey  
Acting Chief Executive  
North Warwickshire Borough Council

Dear Mr Maxey

### **Annual Review letter 2020**

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

### **Complaint statistics**

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

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

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

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

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

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

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

### **Resources to help you get it right**

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

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

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

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

Yours sincerely,



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

**Complaints upheld**

The Ombudsman carried out no detailed investigations during this period

**Compliance with Ombudsman recommendations**

No recommendations were due for compliance in this period

**Satisfactory remedies provided by the authority**

The Ombudsman did not uphold any detailed investigations during this period

## Table of Complaints

April – March 2019/20

DEPARTMENT	NUMBER OF COMPLAINTS	NUMBER OF REQUEST FOR SERVICE	NUMBER OF COMPLIMENTS
<b>Chief Executive</b>			
• Management Team & Civic Support Unit			
<b>Corporate Director - Environment</b>			
• Legal			
• Democratic Services	1	1	
• Policy Support		8	
• Environmental Health & Licensing	4	5	
• Development Control	9	6	8
• Forward Planning			
• Building Control – Nuneaton & Bedworth Council			
• Enforcement		1	
<b>Corporate Director - Community</b>			
• Revenue Collection & Benefits	5	7	
• One Stop Shop and Contact Centre	2	1	
• Financial Inclusion, Hubs and Outreach			
<b>Corporate Director - Resources</b>			
• Audit			
• Financial Accountancy	2	2	
• Management Accountancy			
• Payroll and Risk Management			
• Human Resources, Training & Health and Safety			
<b>Director of Housing</b>			
• Strategic Housing			
• Housing Management	4	7	
• Housing Maintenance	15	55	6
• Community Support			2
• Private Sector Housing			
<b>Director of Leisure &amp; Community Development</b>			
• Landscape Management			
• Partnership Development			
• Leisure Facilities	5	2	
• Community Support			
<b>Director of Streetscape</b>			
• Refuse and Recycling	8	35	10
• Corporate Property & Transport			
• Facilities Management	1		
• Grounds Maintenance & Street Cleaning		8	21
• Car Parks	4	1	
<b>Director of Corporate Services</b>			
• ICT			
• Procurement & Printing			
• Central Services			
• Communication & Public Relations			
<b>Corporate WCC</b>	1	1	
		10	
<b>TOTAL</b>	<b>61</b>	<b>150</b>	<b>47</b>

## Table of Complaints

April – March 2019/20

<b>Complaint User Satisfaction Summary</b>		
<b>Question</b>	<b>Yes</b>	<b>No</b>
Did you find it easy to complain?	4	3
Were you given an apology?	4	2
Were you satisfied with the explanation given?	2	5
Was the complaint dealt with quickly enough?	2	3

### **2019/20**

not upheld – 27 - 46%

Justified – 32 - 54%

Outstanding - 2

Total - 61

**Agenda Item No 9**

**Executive Board**

**23 November 2020**

**Report of the  
Chief Executive**

**Exclusion of the Public and Press**

**Recommendation to the Board**

**That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

**Agenda Item No 10**

**Green Homes Grant : Local Authority Delivery**

Paragraph 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information)

In relation to the item listed above members should only exclude the public if the public interest in doing so outweighs the public interest in disclosing the information, giving their reasons as to why that is the case.

The Contact Officer for this report is Amanda Tonks (719221).