

PLACE AND EXTERNAL RELATIONS SCRUTINY PANEL

Day: Tuesday
Date: 15 September 2020
Time: 6.00 pm
Place: Zoom meeting

Item No.	AGENDA	Page No
1.	APOLOGIES FOR ABSENCE	
2.	MINUTES To approve as a correct record, the Minutes of the proceedings of the Place and External Relations Scrutiny Panel held on 28 July 2020.	1-4
3.	WALKING AND CYCLING The Panel to meet Councillor Warren Bray, Executive Member, Strategic Development and Transport; Lee Holland, Head of Engineering Services; and Andrea Wright, Walking and Cycling Project Lead; to receive information on consultation and project developments for walking and cycling.	5-18
4.	OMBUDSMAN ANNUAL REPORT FOR COMPLAINTS MONITORING The Panel to receive for information, the Local Government and Social Care Ombudsman Annual Report, as tabled at the meeting of Overview Panel on 7 September 2020.	19-28
5.	GREATER MANCHESTER SCRUTINY The Chair to discuss priorities and recent activity of the Greater Manchester Combined Authority Scrutiny Committees.	
6.	CHAIR'S UPDATE The Chair to provide a verbal update on recent activity and future priorities for the Panel.	
7.	DATE OF NEXT MEETING To note that the next meeting of the Place and External Relations Scrutiny Panel will take place on Tuesday 3 November 2020.	

From: Democratic Services Unit – any further information may be obtained from the reporting officer or from Paul Radcliffe, Policy and Strategy lead, to whom any apologies for absence should be notified.

Item No.	AGENDA	Page No
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8. **URGENT ITEMS**

To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.

From: Democratic Services Unit – any further information may be obtained from the reporting officer or from Paul Radcliffe, Policy and Strategy lead, to whom any apologies for absence should be notified.

Place and External Relations Scrutiny Panel

28 July 2020

Commenced: 6.00pm

Terminated: 7.45pm

Present: Councillors Glover (Chair), Mills (Deputy Chair), Alam, Billington, Bowden, Bowerman, Choksi, J Fitzpatrick, P Fitzpatrick, A Holland, Hollinshead, Jones, Lewis, Naylor, Pearce, Robinson, Sharif, Sweeton.

Apologies for absence: Councillor Chadwick.

6. MINUTES

The minutes of the meeting of the Place and External Relations Scrutiny Panel held on 9 June 2020 were approved as a correct record.

7. IMPACT OF COVID-19 AND LOCKDOWN ON THE LOCAL ECONOMY

The Panel welcomed Councillor Oliver Ryan, Executive Member, Finance and Economic Growth; Councillor Ged Cooney, Executive Member, Housing, Planning and Employment; Jayne Traverse, Director of Growth; and David Berry, Head of Employment and Skills, to present an overview of the challenges faced around Covid-19 and the economic impact and recovery plan.

Panel members received a presentation detailing the economic response to Covid-19 at a national, regional and local level. The data included recent findings and future forecasting related to a reduction in economic activity and rise in unemployment. Consultation and analysis highlights low confidence from households and businesses. Risks for Greater Manchester include long-term impacts on sectors such as education, hospitality, tourism and leisure, arts and entertainment.

It was reported that approximately 27,700 residents in Tameside had been furloughed during initial response stages to Covid-19, which equates to 25% of the workforce. Tameside has a strong manufacturing sector that generates over 11,000 jobs and it will become increasingly important to measure the future impact on this sector. Tameside's retail sector is also expected to shrink based on national projections for store closures and a reduction in town centre activity.

Research shows that Tameside remains significantly exposed to socio-economic impacts of Covid-19 across several areas based on existing factors linked with business and employment. Mr Berry informed members of the steps introduced to support job retention covering a wide range of areas. The regional strategic vision remains in place through the development of a local Industrial Strategy.

A regional response to 'Build Back Better' will consider future sustainability and link closely with challenges associated with a second wave, environmental factors and Brexit. For Tameside it remains important to ensure identified priorities for economic and social outcomes are closing linked with an emerging housing strategy, strategic asset management plan and local plan.

Ms Traverse updated members on key service developments to support business activity during Covid-19. This includes:

- Delivering Mandatory Business Grants and Reliefs to local businesses - £70m
- Delivering Discretionary Grant Fund to local businesses - £2.3m

- Establishing an Economic and Business Impacts Group to co-ordinate the response.
- Increasing the capacity of teams to deliver the grants
- External Covid-19 Business Leaders Group to shape council activity
- Telephone contacts made to 400 businesses
- Dedicated business support page added to council website
- Dedicated employment 'virtual jobs fair' webpage
- Business Resilience Clinic to provide peer-to-peer business support and signposting (business champions signed up)
- Supporting businesses to re-open safely

The wider economic growth priorities for Tameside are to be included with an emerging Inclusive Growth Strategy with the ambition and aspiration to attract inward investment to the borough, encourage business start-ups, direct local spend to SMEs, harness local transport networks and digital infrastructure. This includes seeking to create vibrant hubs within our town centres designed for living, culture, employment and services.

Emphasis is placed on the need to ensure growth priorities are delivered by effectively co-ordinating the response with key partners such as Jobcentre Plus. It will also remain important to understand and deliver national programmes.

A discussion took place regarding the impact on local businesses and options going forward for the Council and wider partnerships to consider future support and nurturing facilities for business and enterprise in Tameside.

Councillors Ryan and Cooney responded to a number of questions from the Panel on:

- The success of the grant schemes and potential barriers to the application process for businesses
- Creating opportunities for inward investment to stimulate business and employment growth
- The impact Covid-19 will have on delivering additional strategic priorities for the borough
- The projected impacts on skill levels and future employment, including apprenticeships
- Developing and investing in Tameside's town centres
- Priorities associated with asset management and infrastructure
- Identifying future opportunities for Scrutiny to support strategic priorities

Resolved:

(1) That Councillors and officers be thanked for attending the meeting.

(2) That the Panel consider review options to support economic response and recovery.

(3) That data on local apprenticeships be circulated to members outside of the meeting.

8. FEEDBACK AND LEARNING FROM COMMUNITIES ON COVID-19

The Chair presented a report informed by feedback received from panel members regarding the impacts and learning from communities on Covid-19. The paper summarises the key points raised and insight from scrutiny panel members, received in June 2020. The paper includes sections on:

- Responding to Covid-19
- Health systems
- Economy
- Children and families
- Vulnerabilities (elderly/shielded, BAME, homelessness, domestic abuse)
- Future consideration

Information and data detailed within the report aims to provide a collective and clear picture on

areas of future concern, which allows comparisons to be made when taking account of:

- Health inequalities and the future demand on services
- Access to future employment and associated rise in the local claimant level
- Delivering safe environments for residents to work and travel
- Equality impacts and the mitigation of risk for outcomes associated with Covid-19

The Chair thanked all members for the time taken to provide the feedback and confirmed the report was tabled at the meeting of Overview Panel on 27 July. The paper will now be circulated to the Council's Executive and wider leadership team for information and awareness.

9. RESPONSE TO SAFE STREETS CONSULTATION

The Chair presented a formal response letter of the Panel, submitted to the Council's Safe Streets consultation on 2 July 2020.

10. GREATER MANCHESTER SCRUTINY

The Chair provided a verbal update on recent activity of the Greater Manchester Housing, Planning and Environment Overview and Scrutiny Committee. The most recent meeting was held on 9 July 2020, with discussion on the following topics:

- Covid-19 Impact, Response and Recovery
- Everybody In / A Bed Every Night

Regular Scrutiny update emails will continue to include a link to all public papers for the Greater Manchester Combined Authority Scrutiny Committees.

11. CHAIR'S UPDATE

The Chair informed panel members of scrutiny reports presented at the meeting of Overview Panel on 27 July 2020.

- Annual Work Programmes
- Feedback and Learning from Communities on Covid-19
- Scrutiny Update

12. DATE OF NEXT MEETING

To note that the next meeting of the Place and External Relations Scrutiny Panel will take place on 15 September 2020.

13. URGENT ITEMS

The Chair reported that there were no urgent items for consideration at this meeting.

CHAIR

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Delivering the Bee Network in Tameside

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Place and External Relations Scrutiny
Panel

15 September 2020



The Challenge



Traffic Inducing Traffic



The way we travel is killing us

Opportunities

Cycling through lockdown and beyond.....

- Cycle trips up 16% on pre-lockdown levels
- Weekday cycling peak hit 200,000 trips
- An estimated one million cycle trips now being made each week

Benefits

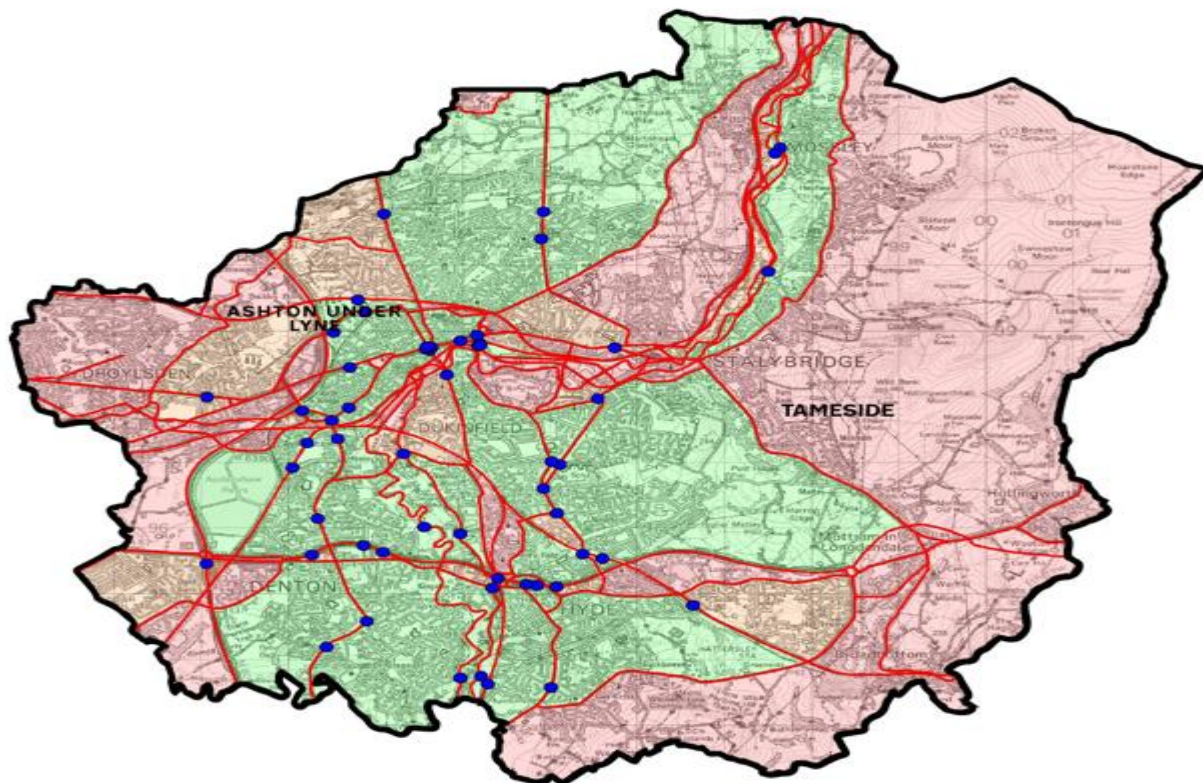
- Better air quality
- Reduced levels of congestion
- Improved health
- New, better, innovative design
- Putting people first
- Improved environment



Bee Network

1,800 miles of protected space for walking and cycling across GM

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MCF Investment - Tameside

- £11.5m grant funding secured (subject to approval)
- 11 schemes
- Two year delivery programme
- First schemes on site later this year

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Schemes in Development – Phase 1

Page 11	Scheme	Town
	Chadwick Dam	Ashton / Stalybridge *
	Hill Street	Ashton *
	Clarendon Road	Audenshaw
	Stamford Drive	Stalybridge
	Rayner Lane	Droylsden / Audenshaw
	Ross Lave Lane	Denton

Schemes in Development – Phase 1

Page 12	Scheme	Town
	A57 Crown Point	Denton
	Ashton South (Stamford Street)	Ashton
	Manchester Road Link Bridge	Audenshaw
	Ashton Streetscape (Albion Way)	Ashton
	A57 Denton to Hyde	Denton / Hyde

COVID Funding

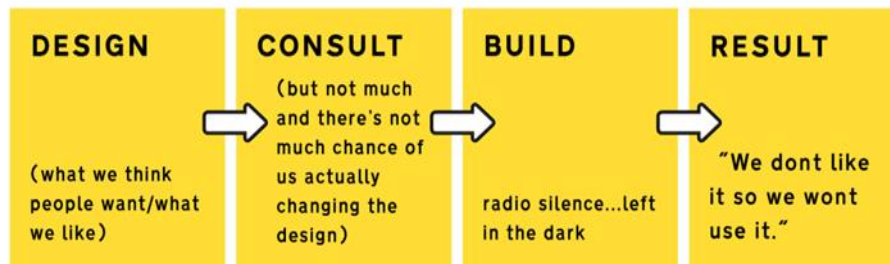
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Emergency Active Travel Fund - Tranche 1		Approved Funding Completion by end September 2020
Lord Sheldon Way and A635		£300,000
Quiet Streets – Currier Lane/Stamford Drive		£100,000
Emergency Active Travel Fund - Tranche 2		Pending Approval Completion by March 2021
Lord Sheldon Way/Penny Meadow/Mossley Road		£300,000
Upgrade of Cycle Lanes		£335,000
Dowson Road		£200,000
Stamford Street Central		£150,000
MCF - Covid		Approved Funding
Social distancing and resident led Quiet Streets		£500,000

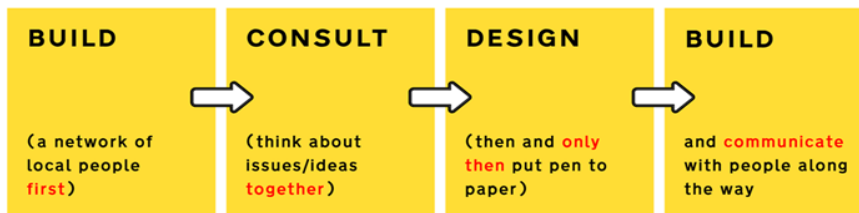
Community Engagement

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The Traditional Approach



The Community Led Approach



MCF Consultation Programme

- Consultation on all schemes in February / March
- Public drop-in events
- Officers available to talk through the plans
- Online Questionnaire: (www.tameside.gov.uk/mcf)
- Consultation outcome report produced

Safe Streets Consultation



Tameside Council  @TamesideCouncil · Jun 6

Have your say on creating safer **streets** in Tameside to support social distancing  [tameside.gov.uk/safestreets](https://www.tameside.gov.uk/safestreets)

It's more important than ever to encourage cycling & walking!

As more people return to work, this will help with **safe** & sustainable travel & support the local economy.



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Final Key Message



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Agenda Item 4

Report to:	OVERVIEW PANEL
Date:	7 September 2020
Executive Member Reporting Officer:	Councillor Oliver Ryan, Executive Member (Finance & Economic Growth) Sandra Stewart - Director - Governance & Pensions Julie Speakman – Head of Executive Support
Subject:	LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGSCO) ANNUAL REPORT FOR COMPLAINTS MONITORING
Report Summary:	This report provides a summary of Local Government and Social Care Ombudsman (LGSCO) complaints received by them about Tameside MBC. This information can be valuable in assessing the Council's performance in handling complaints
Recommendations:	The Panel is asked to note the content of the update.
Corporate Plan:	Putting people at the forefront of services is a key element of the Council's Corporate Plan. An effective and robust complaints handling procedure is a necessary step to achieving this.
Policy Implications:	An effective complaint function means that residents who do not receive the best quality service can notify the Council for the purposes of redress and the improvement of services in the future. It is important for the Council to take notice of findings and guidance on complaint handling to aid best practice. As a leader for the Customer Service Excellence standard it is also important to use this as an improvement tool to inform our custom and practice for service delivery.
Financial Implications: (Authorised by the statutory Section 151 Officer & Chief Finance Officer)	There are no direct financial implications as a result of this report
Legal Implications: (Authorised by the Borough Solicitor)	<p>The Ombudsman's jurisdiction is covered by the Local Government Act 1974 which defines the main statutory functions for the Ombudsman as:</p> <ul style="list-style-type: none">• to investigate complaints against councils and some other authorities• to investigate complaints about adult social care providers from people who arrange or fund their adult social care (Health Act 2009). <p>The Ombudsmen's jurisdiction under Part III of the Act covers all local authorities (excluding town and parish councils); police and crime bodies; and school admission appeal panels.</p> <p>The LGO corporate strategy is based upon twin pillars of remedying injustice and improving local public services.</p> <p>The Ombudsman is confident that the continued publication of decisions, focus reports on key themes and the data in the annual review letter is helping the sector to learn from its mistakes and support better services for citizens. Recently, Councils have been</p>

urged to scrutinise data on complaints to improve services.

It is important that the Council takes even greater measures to ensure that it is able to evidence that it learns from complaints and uses this learning to improve and maintain the quality of the services it commissions and provides

Risk Management:

Failure to understand complaints received by the Council and analyse volumes and themes overall will lead to a risk of poor service delivery.

Access to Information:

The background papers relating to this report can be inspected by contacting the report writer Julie Speakman Head of Executive Support.

Background Information:

The background papers relating to this report can be inspected by contacting



Telephone: 0161 342 2142



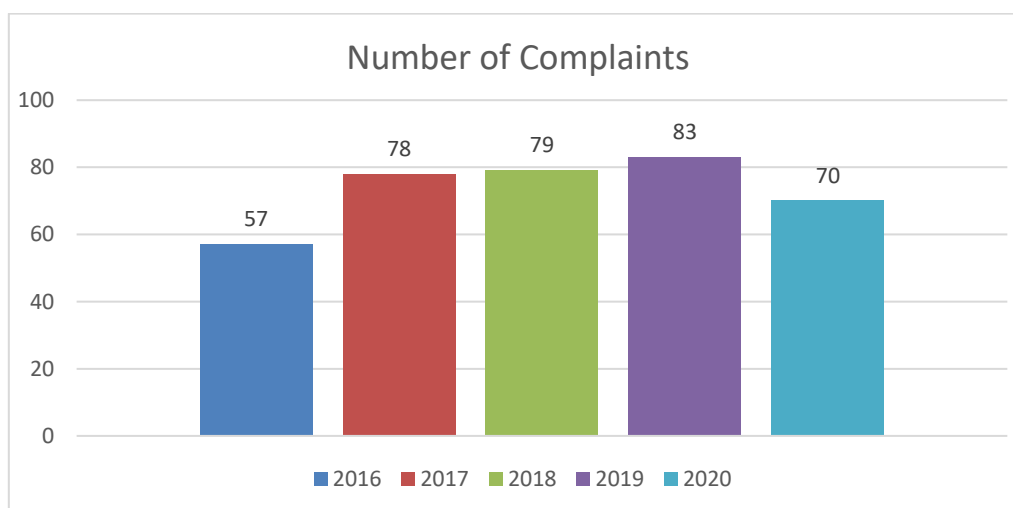
e-mail: julie.speakman@tameside.gov.uk

1. INTRODUCTION

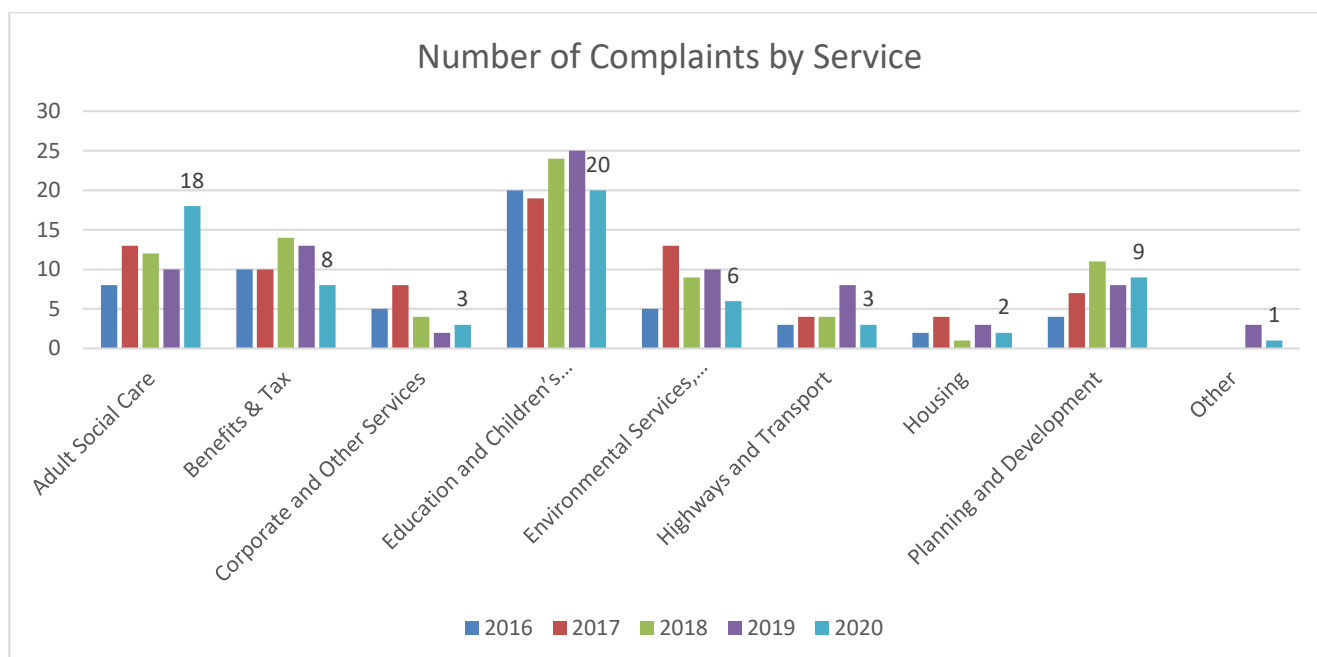
- 1.1 The Local Government and Social Care Ombudsman (LGSCO) is the final stage for complaints about councils and some other authorities and organisations, including education admissions appeal panels and adult social care providers (such as care homes and home care providers).
- 1.2 Every July the Ombudsman publishes information on the complaints and enquiries received about individual local authorities and the decisions made during that financial year. This information can be valuable in helping local authorities assess their performance in handling complaints. Intrinsic to the learning from this process the annual report is reported to Overview/Scrutiny to provide further challenge and inform learning of systems and process for improved outcomes for service delivery and customer experience from these.
- 1.3 The volume of complaints received does not necessarily, in itself, indicate the quality of a council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes, rather than always being an indicator that all is well, can be a worrying indicator that the authority is not alert to user feedback and that service users do not believe that complaining will have an effect.
- 1.3 The annual report is published on the LGSCO website and for the first time this includes data relating to compliance and recommendation made. For further general information, please refer to the LGSCO website at: <https://www.lgo.org.uk>. A copy of the annual report can be found at **Appendix A**.
- 1.4 As consequence of the exceptional circumstances surrounding the pandemic of Covid 19 casework by the ombudsman was suspended March/April and only resuming in July 2020. The impact of this will show during the second half of next years' reporting period. The ombudsman issued guidance in May 2020 aimed to support bodies in their jurisdiction during the Covid 19 crisis. The LGSCO are anticipating an increase in general in complaints and especially those that might be Covid related for which they have set up a special team to deal with those.

2. KEY POINTS

- 2.1 During the period 1 April 2019 to 31 March 2020 the authority received 70 enquiries from the LGSCO which has shown a slight decrease on the previous years, the lowest since 2016. The chart below shows the number of complaints received to the ombudsman from 2016 to the reporting period.



2.2 The number of complaints received for the reporting period were made up across a number of service areas and the chart below shows comparison of numbers to previous years:-



2.2 Of the complaints received the table below summaries the LGSCO findings over their 6 reporting categories.

	Closed after initial enquiry	Advice given	Incomplete/invalid	Not upheld	Referred back for local resolution	Upheld
Adults Services	3	0	2	2	3	3
Benefits & Tax	4	0	1	1	2	1
Corporate Other	1	0	0	0	1	0
Education & Children's Services	8	0	1	1	6	3
Environmental Services & Public Protection/Regulation	4	0	0	1	2	0
Highways & Transport	2	0	0	0	1	0
Housing	0	1	0	0	1	0
Planning & Development	4	0	0	3	2	0
No Category	0	0	1	0	0	0
Total	26	1	5	8	18	7

3. UPHELD DECISIONS

3.1 There were 7 upheld decisions based on a total of 15 detailed investigations during the reporting period which equates to 47% (58% last year) compared to an average of 67% in similar authorities. Please see **Appendix B** for reference.

3.2 In relation to compliance the LGSCO was satisfied the council had successfully implemented the reported recommendations in 100% of cases (7).

- 3.3 In 29% (2 cases out of 15) the LGSCO found that the council had provided a satisfactory remedy before the complaint reached the ombudsman, this compares to an average of 11% in similar authorities. Please see **Appendix C** for reference.

4. LGSCO RECOMMENDATIONS

- 4.1 The LGSCO made recommendations for service improvements on 5 complaints during the last reportable period of April 2018 March 2019 as reported to Overview September 2019. When the LGSCO find fault they carefully look at the root cause and propose recommendations for improvements to systems and processes so that the issues do not reoccur. It is pleasing to note that there have been no new service improvement recommendations during the most recent reportable period of April 2019 – March 2020.

5. LGSCO DECISIONS REPORTED

- 5.1 As an open and accountable ombudsman service the LGSCO are committed to having transparent decision making processes. The LGSCO publish all of their decisions. Real names are not used. In certain cases, where it is not in the complainant's interest or anonymity may be compromised, they can decide not to publish a decision. Decisions are published three months after the date of completion.
- 5.2 For the reporting period of April 2019 - March 2020 there have been no Public Reports published for the council by the Ombudsman.

6. SUPPORT FOR DEALING WITH COMPLAINTS

- 6.1 The Council recognises the importance of dealing with complaints in a timely and effective manner is crucial. To support officers in the organisation to do this, the LGSCO continue to be engaged to support the organisation with the delivery of their Effective Complaint Handling training course. During Summer 2019 this course was delivered over three themes: -
- a) Adult Social Care
 - b) Children's Social Care
 - c) General complaints
- 6.2 There were nearly 40 key line managers that attended the training for their specialist areas. The feedback from the training during 2019 was very positive. Elements of this training and learning has also been built into the Councils own organisational and development training and a refreshed programme is due to be launched. The LGSCO were due to return in summer 2020 however due to Covid 19 this has now been postponed until further notice.
- 6.3 A new corporate complaints case management was also implemented on 15 June 2020 across the whole of the Council and is a reciprocal for all complaints, information and data requests (eg Freedom of Information, Subject Access). This system will give the authority a holistic view of how the organisation and its services are performing in addition to what information is of importance/interest to our customers whilst also ensuring that the learning is used to inform improved service delivery and enhance the customer journey experience.

7. LEARNING

- 7.1 As part of the annual data that the LGSCO share with local authorities, there is also a plethora of information that is shared through learning workshops with Information Link

Officers that are held across the country and more so a library of material held on the Ombudsman's website.

- 7.2 A section of the website that is useful to note is that relating focus reports that have been developed by the ombudsman. Focus reports highlight common or systemic issues the ombudsman sees that are brought to life with case studies from complaints. The focus report share learning from complaints to help other councils and care providers make improvements, contribute to public policy debates and give elected members tools to scrutinise local services and help to inform their future programme of work. The reports can be found by visiting <https://www.lgo.org.uk/information-centre/reports/focus-reports>
- 7.3 Focussed reports that have been published during the reportable period include: -
- Children's Services & Education – Not going to Plan? Education, Health and Care Plans two years on. (Oct 2019)
 - Housing – Home Truths – how well are councils implementing the Homelessness Reduction Act? (July 2020)
 - Benefits & Taxation
 - Focus on Housing Benefits (January 2020)
 - Council Tax reduction: guidance for practitioners (August 2019)
 - Other subjects: Armed Forces Covenant guidance (November 2019)
- 7.4 In addition the LGSCO believe that complaints raised by the public can be an important source of information to help councillors identify issues that are affecting local people. Complaints can therefore play a key part in supporting the scrutiny of public services. Each of the focussed reports that are published offer within a range of questions that councillors could ask their local authorities on different topics.
- 7.5 A further key area of learning providing by the LGSCO is their annual review of local government complaints and a summary report of their review was published in July 2020 and this can be found at **Appendix D**.

8. RECOMMENDATIONS

- 8.1 As set out on the front of the report.

Local Government & Social Care OMBUDSMAN

22 July 2020

By email

Mr Pleasant
Chief Executive
Tameside Metropolitan Borough Council

Dear Mr Pleasant

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.

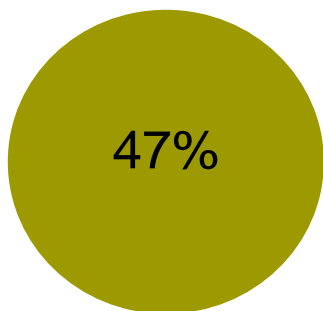
We were pleased to deliver three complaint handling courses, including adult and children's social care courses, to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the courses were useful to you.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MK' with a stylized flourish underneath.

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

Complaints upheld



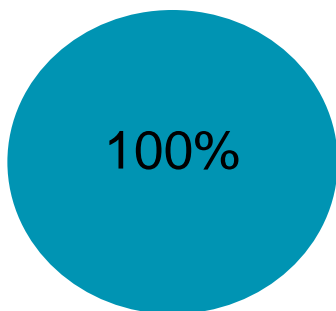
47% of complaints we investigated were upheld.

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

7
upheld decisions

Statistics are based on a total of 15 detailed investigations for the period between 1 April 2019 to 31 March 2020

Compliance with Ombudsman recommendations



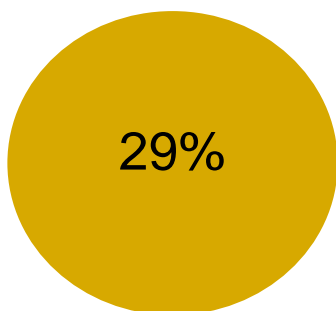
In **100%** of cases we were satisfied the authority had successfully implemented our recommendations.

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

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

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

Satisfactory remedies provided by the authority



In **29%** of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

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

2
satisfactory remedy decisions

Statistics are based on a total of 15 detailed investigations for the period between 1 April 2019 to 31 March 2020

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