

## **OVERVIEW PANEL 7 September 2020**

**Commenced:** 14:00

**Terminated:** 14:31

**Present:** Councillors Ricci (Chair), Cartey, Cooper, Fairfoull, J Fitzpatrick, Glover, J Homer, Kitchen, Ryan and Warrington

<b>In Attendance:</b>	Sandra Stewart	Director of Governance and Pensions
	Kathy Roe	Director of Finance
	Julie Speakman	Head of Executive Support
	Simon Brunet	Head of Policy, Performance and Intelligence

**Apologies for Absence:** Councillors T Smith and R Welsh

### **25. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **26. MINUTES**

The minutes of the meeting of the Overview Panel on the 27 July 2020 were approved as a correct record.

### **27. SCRUTINY UPDATE**

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications, which provided a summary of the work undertaken by the Council's two Scrutiny Panels for July to September 2020.

It was reported that the on the 28 July 2020 Place and External Relations Panel meet with the Executive Member of Finance and Economic Growth, Executive Member of Housing, Planning and Employment and the Director of Growth to receive an overview of the impact of Covid-19. Further, the Panel received a formal response to the Council's safe Streets consultation.

At the upcoming meeting of the Place and External Relations Panel on the 15 September 2020, the Panel would meet with representatives of Transport for Greater Manchester to receive information specific to current measures, challenges and plans for public transport and the transition from crisis management to recovery.

The Head of Policy, Performance and Intelligence stated that on the 30 July 2020 the Integrated Care and Wellbeing Panel met with the Chief Executive of Tameside and Glossop Integrated Care and NHS Foundation Trust to receive an overview of the hospitals response to Covid-19 and plans to bring routine services back.

On the 10 September 2020 the Integrated Care and Wellbeing Panel would meet with Population Health to receive an update on responding to Covid-19, with particular interest in the implementation, management and effectiveness of Test and trace in Tameside.

### **RESOLVED**

**That the Overview Panel note the content of the report and summary of scrutiny activity.**

## **28. LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN ANNUAL REPORT**

Consideration was given to a report of the Executive Member of Finance and Economic Growth / Director of Governance and Pensions / Head of Executive Support. The report provided a summary of Local Government and Social Care Ombudsman (LGSCO) complaints received by them about Tameside MBC.

The Head of Executive Support reported that during the period 1 April 2019 to 31 March 2020 the authority received 70 enquiries from the LGSCO, which had shown a slight decrease on the previous years, the lowest since 2016. The number of complaints received for the reporting period were made up across a number of service areas.

It was explained that there were 7 upheld decisions based on a total of 15 detailed investigations during the reporting period, which equated to 47% compared to an average of 67% in similar authorities. With regards to compliance the LGSCO was satisfied the Council had successfully implemented the reported recommendations in 100% of the cases. 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 compared to an average of 11% in similar authorities.

LGSCO made recommendations for service improvements on 5 complaints during the last reportable period of April 2018 to 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.

It was explained that the Council recognised the importance of dealing with complaints in a timely and effective manner. To support officers in the organisation to do this the LGSCO continued 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, Adult Social Care, Children's Social Care and General complaints.

It was reported that nearly 40 key line managers that attended the training for their specialist areas. The feedback from the training during 2019 was positive. Elements of this training and learning had also been built into the Council's own organisational and development training and a refreshed programme was due to be launched.

The Head of Executive Support informed the Panel that a new corporate complaints case management was also implemented on 15 June 2020 across the whole of the Council and was a repository for all complaints, information and data requests (eg Freedom of Information, Subject Access). This system would give the authority a holistic view of how the organisation and its services were performing in addition to what information was of importance/interest to customers whilst also ensuring that the learning was used to inform improved service delivery and enhance the customer journey experience.

Members of the Overview Panel were advised of the Focussed Reports that had been published during the reportable period. Members advised that they found the information very useful and if they could have further detail as to how the Council compared with GM authorities.

### **RESOLVED**

**That the report be noted.**

## **29. URGENT ITEMS**

There were no urgent items.

**CHAIR**