



GOVERNANCE COMMITTEE

TUESDAY, 14 NOVEMBER 2017

12.15 PM COMMITTEE ROOM, COUNTY HALL, LEWES

MEMBERSHIP - Councillor Keith Glazier (Chair)
Councillors Godfrey Daniel, David Elkin, Rupert Simmons and David Tutt

A G E N D A

- 1 Minutes of the meeting held on 19 September 2017 (*Pages 3 - 6*)
- 2 Apologies for absence
- 3 Disclosures of interests
Disclosures by all members present of personal interests in matters on the agenda, the nature of any interest and whether the member regards the interest as prejudicial under the terms of the Code of Conduct.
- 4 Urgent items
Notification of items which the Chair considers to be urgent and proposes to take at the appropriate part of the agenda. Any members who wish to raise urgent items are asked, wherever possible, to notify the Chair before the start of the meeting. In so doing, they must state the special circumstances which they consider justify the matter being considered urgent.
- 5 Customer Experience Annual Report 2016/17 (*Pages 7 - 30*)
Report by Director of Communities, Economy and Transport
- 6 Consultation on the Disqualification Criteria for Councillors (*Pages 31 - 52*)
Report by Assistant Chief Executive
- 7 Appointments to Outside Bodies (*Pages 53 - 56*)
Report by Assistant Chief Executive
- 8 Any other items previously notified under agenda item 4

PHILIP BAKER
Assistant Chief Executive
County Hall, St Anne's Crescent
LEWES BN7 1UE

6 November 2017

Contact Andy Cottell, 01273 481955,

Email: andy.cottell@eastsussex.gov.uk

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GOVERNANCE COMMITTEE

MINUTES of a meeting of the Governance Committee held in the Committee Room, County Hall, Lewes on 19 September 2017.

PRESENT: Councillors Keith Glazier (Chair), Nick Bennett, Godfrey Daniel, David Elkin and David Tutt

ALSO PRESENT: Councillors Phil Boorman and Bob Bowdler

15 MINUTES OF THE MEETING HELD ON 5 SEPTEMBER 2017

15.1 RESOLVED – that the minutes of the previous meeting of the Committee held on 5 September 2017 be confirmed as a correct record

16 REPORTS

16.1 A copy of the reports referred to below are included in the minute book.

17 APOLOGIES FOR ABSENCE

17.1 An apology for absence was received from Councillor Simmons. It was noted that Councillor Bennett was substituting for Councillor Simmons

18 DISCLOSURES OF INTERESTS

18.1 Councillor Godfrey Daniel declared a personal non prejudicial interest in item 5 (Employment Appeal Panel – Member Appeal Hearings) as a retired member of the GMB.

19 EMPLOYMENT APPEAL PANEL - MEMBER APPEAL HEARINGS

19.1 The Committee considered a report by the Chief Operating Officer regarding the proposed discontinuance of the Employment Appeal Panel.

19.2 The following amendment moved by Councillor Tutt and seconded was LOST.

'To approve the amendment of the Grievance and Workplace Conflict Policy, Disciplinary Policy, Attendance Management Policy and Procedure, and the Procedure for the Management of Unacceptable Performance (delete) [to replace] (insert) [to have] the right of appeal against dismissal (insert) [heard by] (delete) [to an] (insert) [a dedicated] Employment Appeal Panel (delete) [with a right of appeal to a senior officer at Assistant Director level or above]

19.3 The Committee RESOLVED – to agree the amendment of the Grievance and Workplace Conflict Policy, Disciplinary Policy, Attendance Management Policy and Procedure, and the Procedure for the Management of Unacceptable Performance to replace the right of appeal against dismissal to an Employment Appeal Panel with a right of appeal to a senior officer at Assistant Director level or above.

[Councillors Godfrey Daniel and Tutt voted against the above resolution]

20 REVIEW OF MEMBERS' ALLOWANCES

20.1 The Committee considered a report by the Assistant Chief Executive regarding a review of Members' allowances

20.2 The Committee RESOLVED to recommend the County Council to:

- 1) approve the proposals set out in the report of Independent Remuneration Panel: and
- 2) delegate authority to the Assistant Chief Executive to amend the Scheme of Allowances to reflect any changes agreed and to update the list of bodies to which the County Council makes appointments as set out in Annex 1 of the Scheme of Allowances to reflect the current position

[Councillor Tutt abstained in relation to this resolution]

21 DISCLOSURE AND BARRING SERVICE CHECKS FOR COUNCILLORS

21.1 The Committee considered a report by the Assistant Chief Executive regarding Disclosure and Barring Checks for councillors.

21.2 The Committee RESOLVED to recommend the County Council to –

- 1) approve that an Enhanced Disclosure and Barring Service (DBS) check be undertaken for East Sussex County Councillors whose roles are listed at paragraph 4.2 of the report and for any other Councillor whose role is considered by the Monitoring Officer to meet the criteria that qualifies for a check; and
- 2) approve that the Council's DBS Policy Statement is updated to include reference to elected Members and to incorporate the policy changes introduced by this report including that Members who continue in a relevant role are required to undertake a new DBS disclosure every 4 years.

22 PROPOSED DISCONTINUATION OF THE EDUCATION PERFORMANCE PANEL, GOVERNORS PANEL AND THE MUSIC SERVICE MANAGEMENT COMMITTEE

22.1 The Committee considered a report by the Director of Children's Services regarding the proposed discontinuation of the Education Performance Panel, Governors Panel and Music Service Management Committee.

22.2 The Committee RESOLVED to recommend the County Council to:

- 1) approve that the Education Performance Panel be discontinued
- 2) delegate the power to nominate and remove Local Authority governors to the Director of Children's Services as set out in paragraph 2.3 of the report and approve that the Governors Panel be discontinued;
- 3) delegate to the Director of Children's Services authority to exercise powers and duties of the County Council in its capacity as trustee of the charity known as the East Sussex Music Trust and approve that the current East Sussex Music Service Management Committee should be discontinued; and
- 4) agree to delegate authority to the Assistant Chief Executive to amend the Constitution accordingly

[Councillor Godfrey Daniel abstained in relation to resolution (1) and voted against resolution (3). Councillor Tutt voted against resolutions (1) and (3)]

23 AMENDMENTS TO CONSTITUTION - SCHEME OF DELEGATION TO OFFICERS

23.1 The Committee considered a report by the Director of Communities, Economy and Transport regarding a proposed amendment to the Scheme of Delegations to Officers.

23.2 The Committee RESOLVED to recommend the County Council to agree to amend the Scheme of Delegation to Officers as set out in paragraph 3.1 of the report

[Councillor Tutt voted against the above resolution]

24 APPOINTMENTS TO OUTSIDE BODIES - CONSERVATORS OF ASHDOWN FOREST

24.1 The Committee considered a report by the Assistant Chief Executive regarding appointments to the Board of Conservators of Ashdown Forest.

24.2 The Committee RESOLVED - to approve the appointment of the Council's representatives on the Board of Conservators of Ashdown Forest as set out in paragraph 1.3 of the report for a period until May 2021

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Report to:	Governance Committee
Date of meeting:	14 November 2017
By:	Director of Communities, Economy and Transport
Title:	Customer Experience Annual Report
Purpose:	To provide an update on measures being taken to further improve customer experience and information about the Council's performance in 2016/17 in handling complaints, compliments and formal requests for information, including the Local Government & Social Care Ombudsman's annual letter.

RECOMMENDATIONS: Governance Committee is recommended to:

- (1) note the progress of the Customer Project Board in the development of a series of measures to improve customer experience; and**
 - (2) note the number and nature of complaints made to the Council in 2016/17; and**
 - (3) note the contents of the Local Government & Social Care Ombudsman's annual letter to the Chief Executive.**
-

1 Introduction

1.1 This year's report to Governance Committee will broaden the previous Annual Complaints Report into a Customer Experience Annual Report, in order to provide Governance Committee with a more comprehensive picture of the work the Council is undertaking to understand and enhance customer experience. This is in addition to an analysis of our complaints, feedback and compliments data, and how we seek to learn and improve from these.

2 Improvements in Customer Experience

2.1 In 2015 a Customer Project Board was set up with representatives from all departments to undertake a review of customer experience. The aim was to identify a strategy for better and more consistent customer experience across the authority, considering our corporate priorities, particularly making best use of our resources in the current financial climate, and a One Council approach. A substantial amount of development and analysis work has been carried out by the Customer Project Board, and this included analysis of our current key data and interpretation of, and observations on, our current position.

2.2 The analysis concluded that, although there were areas of strengths for the Council, customer experience across the organisation could be more consistent and we could be more responsive and clearer with individual customers. It also concluded that there was room for improvement in staff training on customer experience, in order that all staff understand what a good customer experience should look and feel like and how they can deliver it in their role. It also concluded that we could improve by seeking more customer feedback and systematically learning from it.

2.3 With this strategic aim, the Board set out quick win practical improvements and medium-term objectives to further understand how to improve customer experience across the Council. The key developments in 2016/17 were:

- **New corporate email signatures and auto-acknowledgements** were implemented, in order to provide clear information to the public when contacting the Council about response times, and create a consistent, professional corporate image across the authority.
- **Creation of a Customer Promise.** Previous analysis carried out by the Board concluded that implementing a clear set of customer values would help define what we mean by a good customer experience for both staff and customers. The new Customer Promise, attached as

Appendix 1, sets out those customer values along with revised customer service standards, which reflect the different ways customers now contact us. The revised customer service standards provide a realistic and achievable set of targets for dealing with customer contacts in line with our new values, setting out clearly what customers can expect from us. The Customer Promise was tested with both staff and customers through a number of engagement sessions and will improve customer experience when applied consistently across all Council services. It was rolled out to staff in August 2017 and will be launched to the public in November 2017.

- A **gap analysis** has identified where the Council is lacking feedback from customers about the services it delivers. The Customer Project Board identified that implementing a feedback measurement system would enable customers quickly and simply to provide us with feedback about their experience in contacting the Council, and about the way in which we have delivered services or provided information about what we do. A suitable feedback system was identified called Thermometer has been identified and will run as a pilot gathering feedback from August 2017 to February 2018. The final analysis of the pilot will be considered in April 2018, with recommendations for the next phase of the customer experience project.

2.4 Appendix 2 provides a summary of the activities in 2017/18 that are being progressed by the Customer Project Board, including the implementation of the Customer Promise.

3 Complaints and compliments

3.1 The County Council received 739 complaints in 2016/17, which represents a 26% decrease from 2015/16. A detailed review by department is attached as Appendix 3. Please note that departmental comparisons of complaints and compliments are not valid, due to the varying nature of services provided by departments.

3.2 Analysing trends and reasons for complaints provides us with valuable feedback on how we can provide services that meet customers' needs and manage their expectations. How we handle complaints is a crucial element of customer experience, and is an area where the Council is seeking continuous improvement to ensure we resolve individual customer's problems as effectively as possible, monitor trends in complaints to intervene quickly where it can be seen that things are going wrong, and learn lessons when things have not gone right. Implementing improvements from those lessons can also reduce the number of complaints that are made. Further details are attached as Appendix 3.

3.3 The Council continues to receive more compliments than complaints. In 2016/17 we received 2,507 compliments; further details are provided by department in Appendix 3. Ensuring that we provide channels for both positive and negative feedback which are easy for customers to access and which can be analysed and acted upon by teams, is a priority for the Customer Board.

4 Local Government & Social Care Ombudsman letter

4.1 This year the Local Government Ombudsman changed its name to "Local Government & Social Care Ombudsman", in order to reflect its jurisdiction over all registered adult social care providers and its ability to investigate the provision of care which is arranged and funded privately. Annually the Local Government & Social Care Ombudsman (LGO) sends a letter to each local authority summarising the number of complaints and enquiries received and the decisions made about the authority during the period. The LGO informs the Council of the complaints it has investigated and says how many were either upheld or not upheld.

4.2 For 2016/17 the LGO received 87 complaints about East Sussex County Council, a decrease from 97 in 2015/16. The number of complaints where decisions were made during 2016/17 has decreased by 35% from 121 to 79. The difference in the number of complaints received compared with the number of decisions made is due to the time lag between when a complaint is made and when a decision about that complaint is reached by the LGO. Some of the decisions made in 2016/17 therefore relate to complaints originally made in 2015/16. This report focuses on the complaints where decisions were made in 2016/17.

4.3 Of the 79 complaints with decisions made, 32 were investigated and 21 were upheld and 11 were not upheld. The 21 upheld complaints represent 27% of all complaints with decisions made and 66% of those investigated. It has been a successful year in reducing the number of LGO complaints, both in

numbers received and decisions made. The reduction in LGO complaints has occurred in Adult Social Care (ASC) and this is mainly attributable to a review of complaint handling by ASC in 2015/16. The key result from this review was an increased emphasis on ensuring the complaints process was client and resolution focussed, which staff feel may have had an impact in achieving a more satisfactory resolution when things have gone wrong.

4.4 Of the 47 complaints not investigated, 23 were referred back for local resolution, 21 were closed after initial enquiries, 1 was given advice and 2 were considered invalid or incomplete. Appendix 3 provides a breakdown by department of the complaints where decisions were made in 2016/17. Of the 21 complaints upheld, the LGO found fault where service users experienced delays in responses, and also where it found that the Council was unclear to service users what assessments were being carried out and decisions were being made about their needs. The Council was at fault as it may have made incorrect assessments and decisions, which caused injustice to service users who may not have received services they were entitled to receive. The LGO recommended five main areas of actions to find resolution:

- Apologies given where incorrect assessments caused delays, errors, distress or frustration.
- Re-assessments to re-evaluate evidence provided and to review the decisions.
- If re-assessments concluded that services should have been provided, then the delay in receiving the services must be rectified either by arranging extra provision or reimbursement.
- Processes and decisions of assessments (and re-assessments) should be communicated clearly to the service users, providing records of the decisions and evidence used.
- Training and guidance on how to record how decisions were made and the evidence used should be provided to council officers and panel members who carry out the assessments.

4.5 In our LGO letter this year, it states, *“During the year, we have noted a number of instances where there have been delays in your Council responding to our enquiries, even where they are relatively uncomplicated”*. For one in particular, our full response was provided only after a witness summons was threatened. In January 2017, staff across the Council who handle complaints attended a one day LGO complaint handling training course. The LGO noted this in its annual letter and commented that it hoped this will be of assistance to us to improve our response times in 2017/18. The LGO letter for 2016/17 is attached as Appendix 4.

4.6 From April 2017, our link officers (who communicate and organise our responses to the LGO) have been based in the Chief Executive’s Office support team. Our new link officers have recognised the need for improving our collective response times and have already taken steps to improve the communications between key contacts and the link officers, who need to organise timely responses to the LGO. A clearer protocol for the steps involved in our LGO investigations and complaints has been implemented and both of these actions should improve response times this year.

4.7 The LGO has stated that, in future, their recommendations will be more specific and are likely to include a time-frame for completion. They will then “follow up with a council and seek evidence that recommendations have been implemented”. In the future, annual analyses will provide more in-depth information about our compliance and where we have made improvements to our services.

5 Formal requests for information

5.1 There were 1,711 information requests for 2016/17 compared to 1,570 in 2015/16. These requests relate to the Environmental Information Regulations, Freedom of Information Act, and Data Protection Act. This total of 1,711 includes requests where information was provided in full or part, where no information was provided or held, and requests that were not valid or withdrawn.

5.2 During 2016/17 the Council achieved a 91% compliance rate in meeting Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests within the 20 working day deadline. For 2016/17 the threshold set by the Information Commissioner’s Office (ICO) was for 85% to be answered within this timescale. In April 2017 this threshold was raised by the ICO to 90%.

5.3 We continue to have a high number of FOI and EIR requests. Over the past five years there has been a 55% increase in the number of formal information requests received. The Council is investigating

a possible automated publication of FOI and EIR responses on its website, as part of the functionality of a new case management system. This would help improve transparency and access to public information and potentially reduce the number of requests, although it should be recognised that few FOI requests are identical. This would also be carried out in conjunction with a review of the publication scheme to ensure it is up-to-date, listing all the information that is already readily available to the public.

5.4 Complexity is a particular challenge for Data Protection (Subject Access) requests, which continue to increase. In 2015/16 the numbers increased by 28% and in 2016/17 increased by a further 7%. These requests may involve hundreds of pages of information being located, scanned and redacted for each request. There is no limit applied to staff time for Subject Access Requests, it is the Council's obligation to provide the information. These requests involve a significant amount of staff time to complete.

5.5 New data protection legislation comes into force on 25 May 2018, called the General Data Protection Regulation (GDPR). Under this new legal framework individuals will have more control over how their data is used and more rights when it comes to non-compliance with the legislation. Fine limits will increase and individuals can take legal action against the Council. A cross-departmental GDPR steering group has been formed to lead on preparing the Council for the new regulation. The Statutory Officers Group oversees the steering group, along with collaboration of information governance groups and with support of the Information Strategy Board. Communication to Department Management Teams and Cabinet Members regarding the new legislation and its impact will be confirmed and carried out in the coming months.

5.6 An internal audit was carried out in 2016/17 to review the procedures for formal information requests, which resulted in the score of "Substantial Assurance". The review concluded that there are robust controls in place in relation to FOI, EIR, and DP requests. One moderate risk was identified which recommended mechanisms were put in place for recording and reporting complaints raised against the Council in respect to information requests. These complaints have their own procedure, first as an internal review carried out by Legal Services, and then the option to complain to the ICO if there is still dissatisfaction. In 2016/17, we received 22 requests for internal reviews and 6 ICO complaints. Of the 6 ICO complaints, 4 are still under investigation and 2 were completed, resulting in no action needed and no fault found.

6 Conclusion and Reasons for Recommendations

6.1 This report provides an overview and progress on measures being taken to further improve customer experience and summarises the annual results for complaints, compliments, the LGO letter, and formal information requests received in 2016/17.

6.2 Governance Committee is recommended to:

- (1) Note the progress of the Customer Project Board in the development of a series of measures to improve customer experience; and
- (2) Note the number and nature of complaints made to the Council in 2016/17; and
- (3) Note the contents of the Local Government & Social Care Ombudsman's annual letter to the Chief Executive.

RUPERT CLUBB
Director of Communities, Economy and Transport

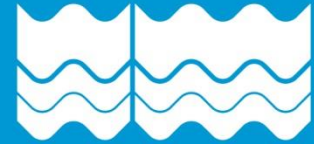
Contact Officer: Anita Cundall
Tel. No.: 01273 481870
Email: anita.cundall@eastsussex.gov.uk

LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None



Our Customer Promise

Our Customer Values

We will:

Be responsive and consistent – listen and understand your needs, take ownership of your enquiry, answer your query or deal with your problem as soon as possible, and keep you up to date with what we are doing.

Treat you with fairness and respect – be friendly, polite and helpful, and get you to the right person quickly, say sorry if we get things wrong and do our best to put it right.

Be transparent and accountable – use plain language when we communicate with you, provide clear, complete and accurate information about our services, be honest about what we can and can't do, and explain our decisions.

Provide value for money services and knowledgeable staff – do what we say we will do to a high standard, make best use of our resources, including making it easier to access our information and services via online and digital channels 24/7.



Our Customer Promise

Our Customer Service Standards

By social media, email and electronic forms on the website

- Your enquiry via social media, email or electronic form will be directed to the right team within one working day.
- We will send an acknowledgement so you know we've received your message (this might be an automatic response) and will reply within 10 working days.
- If we can't resolve everything we will write within 10 working days to let you know what we will do next and when you can expect a full reply.

On the phone

- We will answer the phone promptly, either personally or using an answerphone service. If we are exceptionally busy it may take us longer than usual to answer your call. Where possible, we will tell you of the wait time.
- We will greet you with the name of the person you are speaking to and the name of the service so you know you've reached the right place.
- If we need to transfer you to someone else, we'll explain why and give you their name and their telephone number.
- If you leave an answerphone message, we will respond to you to let you know we've received your message.

By letter

- We will reply within 10 working days. If we can't resolve everything we will write to let you know we have received your letter and let you know what we will do next and when you can expect a full reply.

Visiting us

- Wherever possible we will make our buildings accessible to everyone.
- We will make your visit as comfortable as possible and will provide a welcoming, clean and safe environment at our offices.

Complaints

- If you tell us we have got something wrong we will investigate it impartially and fairly.
- We'll acknowledge your complaint within 3 working days and will aim to complete our investigation within 20 working days.
- Where we've got something wrong we will do our best to put it right and make sure it doesn't happen again.

Governance Committee

14 November 2017

Appendix 2 Key developments in 2017/18 for the customer experience project

1. The following are the key developments of the project taking place in 2017/18:

1.1 The **Customer Promise roll out** started in August 2017. As identified in the initial analysis phase of the customer experience project, more staff training was needed on customer experience. As part of the roll out the following has been provided:

- A new customer service e-learning module for all staff. It is part of the new starter induction and is also available to all staff for refresher training. It will provide a resource for managers to use if staff members are moving into roles with new or different interactions with customers and where training needs are identified as part of their personal and professional development.
- Customer service guidance has been updated and is available on the intranet, explaining the importance of the Customer Promise, how to deliver on the Promise, and wider guidance and instructions on how to provide excellent customer service. Development of the guidance involved working with staff in public-facing teams across the Council. The Customer Service Team within Communities, Economy and Transport (CET), who is managing the roll out, will continue to work collaboratively with staff to keep the intranet guidance up-to-date and relevant.
- Lunchtime learn sessions in September 2017, arranged at the main sites of the Council. Providing support to staff and an opportunity to ask any questions they may have about the Customer Promise. The Customer Services Team within CET is available for ongoing support across ESCC. The roll out will be closely monitored by the team and any feedback will be used to update the guidance on the intranet and to reflect points that are raised by staff.
- There will be bi-annual refresher reminders on the Intranet for staff regarding the Promise, including an offer of a lunchtime learn session to provide an opportunity for staff to discuss any concerns or queries.
- The Customer Promise will be launched to the public in November 2017. It will be added to the Council's website and included in the autumn edition of *Your County*. The Promise will be displayed in spaces where the public visit us, such as public libraries, reception areas, among other locations.

1.2 **Imbedding the Customer Promise with commissioned services.** As part of the Customer Promise roll out, we will explore how to embed our values and standards into new contracts and commissioned services, so that customers get the same customer experience whoever is providing its services. Work is underway with Procurement to look at how the Customer Promise becomes part of the service standards developed in contracts.

1.3 **Pilot the feedback customer experience measurement system.** Through this pilot we are enabling customers to rate the quality and relevance of information and services available on and via our website, as well as telling us about the quality of responses to enquiries and requests which we respond to via social media and email. The feedback system pilot will run until February 2018. The questions being asked on the feedback surveys are aligned with the values and standards on the Customer Promise, this means we can directly evaluate and report back on how well we are delivering on our Promise.

1.4 Analysis reports will be given to managers throughout the pilot to provide valuable insight into our customers' experiences and needs. We are trying to create a simple, unified way for customers

to give us feedback, without needing to make a complaint, which we can quantify, analyse and use methodically to improve our services.

1.5 A short-term benefit will be that the real time data from the system will be used to improve any immediately resolvable issues. The medium-term aim will be gaining a broader understanding of findings, trends, and lessons learned through the information gathered, building a comprehensive picture of customer experience across the Council.

1.6 Through this pilot, we will evaluate if it's possible to gain meaningful information and analysis which can be directly applied to improve customer experience, service delivery and business efficiency. The final analysis of the pilot will be presented to CMT in April 2018, with recommendations for the next phase of the customer experience project.

1.7 The **Corporate Content Strategy Group** was formed in September 2016, which brings together the (website) content strategy groups in Adult Social Care and Children's Services, key information providers from the other directorates, and Digital Services. The group was formed to ensure joined up working between directorates to avoid duplication of information and development work, in relation to the Council's website. The group also works to improve the web author model and share best practice in maintaining and improving web content. The group will also contribute to the feedback pilot, providing a unique council-wide group of strategic information-providers to analyse the results to determine how to improve information and services available on the website.

1.8 **Customer services manager meetings** will re-start in December 2017. There is drive from colleagues in district and borough councils and within the County Council to meet on an operational level for information sharing and more joined up, practical approaches to providing information to our residents. The Corporate Content Strategy Group will play a key role, being able to provide both strategic and technical advice on developments, which include more seamless signposting and reducing duplication of information.

1.9 **Customer Champions:** We are exploring the potential of staff in customer facing roles volunteering to be Customer Champions to provide peer support to other staff. We hope this type of approach could promote good customer service from staff who are passionate about it and would help to further develop a positive customer service ethos around the Council.

1.10 Investigate and report on customer feedback systems for our other channels: phone, letter and face to face.

2. Development of Customer Experience: customer contact data

2.1 Whilst the Council gathers data on webpage hits, phone calls received, and some correspondence by email and letter, we currently lack a single, comprehensive dataset of customer contacts across all channels, including customer contacts with outsourced and commissioned services. We are currently exploring the work that would be required to create a comprehensive view of our customer interactions on an ongoing basis, in order to evaluate the cost benefits of doing so. Our initial view is that the following benefits could be gained from bringing this data together:

- Providing senior managers, CMT and Members with oversight of customer interactions across different channels, with trends in volumes and channel shift.
- Better oversight of how well our customer service standards are being met, by reporting against KPIs (e.g. telephone and correspondence answering times).
- Enabling us to target customer experience feedback measurement systems to areas of highest volumes.
- Identifying opportunities for channel shift to reduce cost and improve efficiency, for example by replicating success in other areas of the Council.
- Provide evidence to ensure consistency across the Council and outsourced services in delivering excellent customer service or be able to identify areas where we can improve customer experience.
- Increase accountability to customers and residents of East Sussex by publishing customer satisfaction and performance data.

Governance Committee

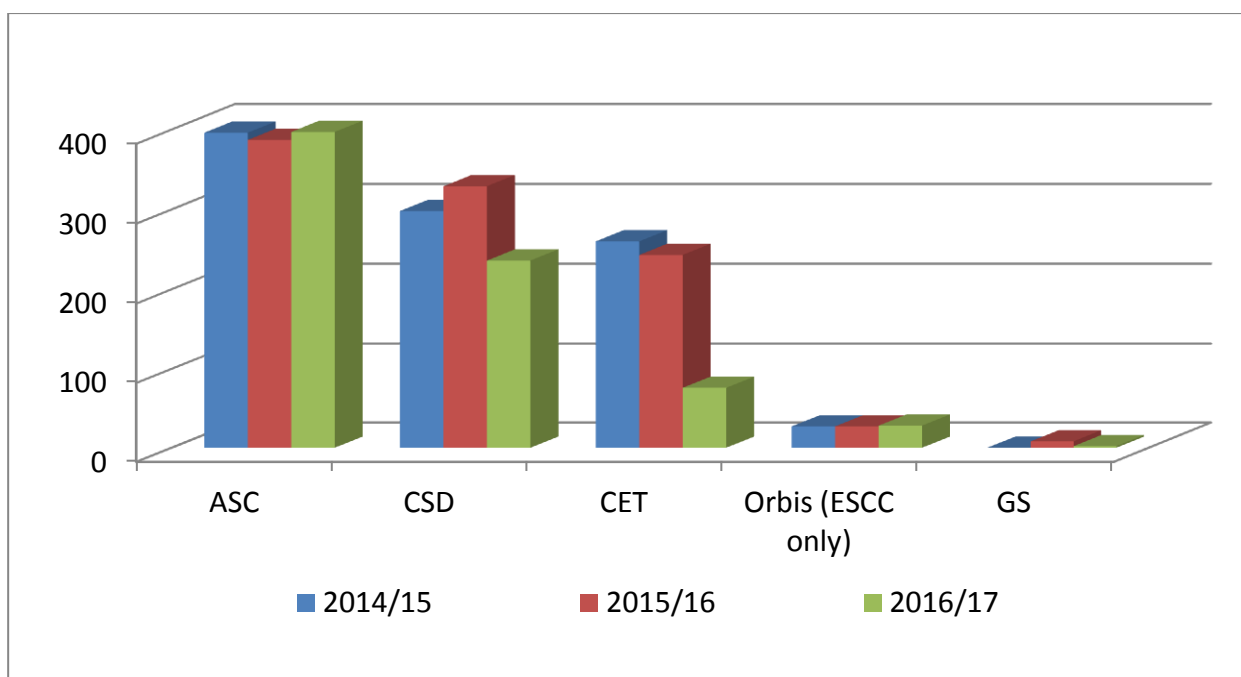
14 November 2017

Appendix 3 Complaints and compliments by department 2016/17

1. Summary

1.1 The chart below shows the number of complaints received this year by department compared with 2014/15 and 2015/16. The Council received 739 complaints in 2016/17 compared with 995 complaints in 2015/16, which represents a 26% decrease. The number of complaints for Adult Social Care (ASC), Orbis (ESCC only), and Governance Services (GS) remain constant.

1.2 There has been a decrease in complaints in Children's Services (CSD) which is believed to be linked to the change to the structure of handling complaints through the Family Information Service. Further details are provided in the section for CSD. There has been a significant decrease in complaints within Communities, Economy and Transport (CET). This is linked directly to the implementation of a contracted service provider to deliver the majority of the Council's Highway Services, and to the way highways complaints are now being handled. Further details are provided below in the section for CET. Please note comparisons of complaints and compliments between departments are not valid due to the nature of the different services provided by each department.



1.3 The sections below provide a breakdown by department of complaints to the Local Government & Social Care Ombudsman (LGO) where decisions were made in 2016/17. This year there were 21 complaints upheld by the LGO. This section (1.3) highlights the common themes of faults found and recommendations made by the LGO for these 21 upheld complaints.

1.3.1 The LGO upheld complaints where customers or service users experienced delays in responses and poor communications. They also upheld complaints when it found that the Council was unclear to service users what assessments were being carried out and decisions were being made about their needs (in particular school transport, blue badges, care plans, special educational needs, occupational health, and care costs). This in turn made service users question if the assessments were correct and if they had provided the correct evidence needed. The LGO found in these instances that the Council was at fault as it may have made incorrect assessments and

decisions, which caused injustice as service users may not have received services they are entitled to receive.

1.3.2 The actions the LGO recommended and that the Council agreed to were to remedy these faults. The LGO recommended apologies were given when incorrect assessments caused delays, errors, distress or frustration. The LGO recommended re-assessments to re-evaluate with correct information and to review the decisions (such as school transport appeals and blue badge assessments).

1.3.3 The LGO further recommended that if these re-assessments concluded that services should have been provided, then the delay in receiving the services must be rectified by providing what has been missed over that time, either arranging extra provision (e.g. therapy), or reimbursement (e.g. school transport, blue badge, care costs).

1.3.4 The LGO identified that processes had been unclear and that the stages and decisions of the assessments (and re-assessments) should be communicated clearly to the service users. The LGO views this as good practice and it recommended in all relevant circumstances that clear explanations of decisions should be recorded and communicated, and the Council demonstrates the evidence that was used to come to those decisions.

1.3.5 In order to imbed this good practice, the LGO recommended in the majority of these upheld complaints that training and clear procedures were provided for council officers and panel members who carry out the assessments. They should receive clear guidance on how to record how decisions were made and the evidence they were based on. This also included reviewing information provided to the customers or service users, for example, improving the wording of the School Transport Policy, and improving explanations given about the cost of residential care.

2. Adult Social Care

	2016/17	2015/16	Change
Number of complaints received	397	387	↑2.6%
Number of complaints upheld/partially upheld	194	148	↑31.1%
Number of compliments	1363	1740	↓21.7%

2.1 Summary

2.1.1 There was a slight increase (2.6%) in the complaints received about Adult Social Care (ASC) services compared to last year. There has also been an increase in the number of complaints being upheld or partially upheld. In 2016/17 48.9% of our complaints were upheld or partially upheld compared to 41% in 2015/16.

2.1.2 ASC recorded fewer compliments this year but the department received almost 350% more compliments about its services than complaints.

2.2 Action taken to improve the service

2.2.1 The following section provides the top three themes of complaints for ASC in 2016/17 and actions and recommendations related to these themes. It also provides other improvements that have been made.

2.2.2 80 complaints related to assessment functions and 31 (39%) of these were upheld or partially upheld and these related to:

- Eligibility assessments for social care support, Occupational Therapy adaptations and equipment and provision of a Blue Badge.
- Financial assessments to identify the amount someone pays towards their care.

2.2.3 Of these 80 complaints 38 (48%) were about disputing the outcome or decision of the assessment. With stringent application of national eligibility criteria it is not surprising that this is an issue and people do have the opportunity to appeal these decisions, if they can provide further information. Often issues are compounded if there has been some shortfall in communication. Learning is generally addressed at practitioner and team level.

2.2.4 63 complaints were about the provision of service and 39 (62%) of these were upheld or partially upheld, which was the highest percentage overall. The main issues were about delay in receiving a service and then the quality of services falling below expectation. These issues, in part, could be attributed to the capacity limitations within the independent sector home care market that have resulted in delays in providing services that meet clients' and carers' wishes. The department continues to take steps to increase home care capacity and availability, both in-house and in the independent sector, in an attempt to address a shortfall that is a national problem.

2.2.5 There were at least 35 complaints that ASC received which involved the Accounts Receivable Team in relation to Adult Social Care clients. There is overlap between ASC and services provided by Orbis, and these complaints involve co-ordination of both in order to respond. However, 25 of these complaints were not logged as ASC complaints but under Orbis as they were directly related to services provided by Orbis. These are also discussed in section 5.0 below. Of the 35 involving Accounts Receivable Team at least 25 (71%) were upheld in full or partially. Disputes about charges and delays in the invoicing process have often been an element in complex multi-issue complaints. The complaints have taken a long time to unpick as they are generally related to whole system pathways. A Payment Process Review has been commissioned. This route cause analysis project is underway to identify the issues and implement learning to help reduce the errors and become more customer focussed.

2.2.6 Other actions taken to improve services in 2016/17 were:

- Respite and day opportunities for people with learning disabilities made some immediate service improvements to ensure a one service approach at all times. Changes across both sites were made to ensure care plans were followed, there was clear communication, better recording and clear escalation pathways when concerns were raised. All changes were undertaken to improve how the two sites work together for the benefit of all their clients.
- Health and Social Care Connect (HSCC) referral process were reviewed to minimise any delay in referring to therapy services. Actions included:
 - Processes now ensure that the faxed delivery receipt is always obtained and attached to referral paperwork.
 - HSCC staff now routinely ask Intermediate Care Bed units to check the Activity Transfer List for entries against their unit name when they call them every morning.
- The Older Peoples Mental Health Team revised how they allocated Carers Assessments between teams and how they shared information between carers and assessment teams.

2.3 Compliments

2.3.1 ASC has continued to receive far more compliments about our services than complaints. People's comments clearly show how much they have valued support, often referred to as both life changing and affirming.

2.3.2 This year people appear to have particularly valued our Joint Community Rehabilitation Service (313), Carers Services (191) and Supported Accommodation/SAILS provision (122).

2.4 Local Government & Social Care Ombudsman (LGO)

2.4.1 The table below sets out the LGO findings for complaints about Adult Social Care.

Year	Investigations			Invalid/ incomplete	Referred back	Advice given	Total
	Upheld	Not upheld	Closed after initial enquiries				
2016/17	6	3	11	1	6	1	28
2015/16	19	14	13	5	15	-	66

2.4.2 There has been a significant reduction in all areas of complaints investigated and considered by the LGO:

- 57.6% reduction in the number of complaints received
- 66% reduction in the complaints investigated
- 68% reduction in the complaints upheld

It is of note that these reductions have occurred following last year's review of how we handled complaints. Our increased emphasis on ensuring the process was client and resolution focussed may have had an impact in achieving a more satisfactory resolution when things have gone wrong.

2.4.3 Further analysis for Adult Social Care is provided in their Annual Complaints Report. The report is available later in the year and is published on the Council's website: [Comments, compliments and complaints annual report](#). This report is provided under the Local Authority Social Services and National Health Service Complaints (England) Regulations, 2009.

3. Children's Services

	2016/17	2015/16	Change
Number of complaints received	236	329	↓28.3%
Number of complaints upheld/partially upheld	78	157	↓50.3%
Number of compliments	408	496	↓17.7%

3.1 Summary

3.1.1 Children's Services received a total of 236 complaints during the reporting period, a decrease of 28.3% from last year. The main drop was in complaints from adults on behalf of young people which fell from 314 to 216, a drop of 31%. The number of complaints from children and young people rose from 14 to 20. In 2016/17 32% of complaints were upheld/partially upheld compared to 48% in 2015/16. Digital channels now account for 88% of complaints related contact, up from 66% last year.

3.2 Action taken to improve the service

3.2.1 Children's Services continue to use the learning from complaints and how people contact us as a key driver in improving the services offered by the department and in improving our digital offer. Using information around access channels and complaint themes we have been able to improve customer journeys to key departments through revisions to website architecture and amendments to automated telephone systems. We have also used learning taken from complaints to improve, and in some cases create, new web content aimed at better informing our customers, so preventing complaints where lack of clarity has been an issue.

3.2.2 We believe the reduction in complaints from parents and families is down in part to the change to the structure of handling complaints, in that all complaint correspondence is now filtered through our Family Information Service, meaning that a solution-focussed approach can be taken by experienced advisers to get the best outcome for the customer. This may be by the formal complaints route or it could be a referral to another service or some other kind of online advice or guidance.

3.2.3 A key area of learning for us this year was around summer born children and the mixed messages that had come out from central government versus the realities within the Admissions Service. As a result of this feedback from vexed parents we were able to clarify our online advice, creating new bespoke content to address the specific points that had led to confused and frustrated parents raising complaints. This was an amalgam of feedback taken through the Family Information Service, from complaints, and advice taken from our in-house web editor that led to the publishing of new content online. We expect this specific change to have a significant and positive impact on complaints around this area of service and believe this type of approach will be more common as part of the learning from complaints feedback cycle as we further the department and the council's digital by design agenda.

3.3 Compliments

3.3.1 The total number of compliments received throughout the year is down slightly from 496 to 408, but the ratio of compliments per complaint is up from 1.5 to 1.7. The drop in compliments may be linked to the reduction in contact generally although compliment volumes can be highly volatile due to certain areas of service generating high number of compliments in a short space of time. For example the East Sussex Music Service will receive large numbers of compliments after concerts or other public performances. Moving forward we plan to share the positive messages coming through the compliments with key members of staff so that this can be learnt from in the same way as we learn from complaints.

3.4 Local Government & Social Care Ombudsman

3.4.1 The table below sets out the LGO findings for complaints about Children's Services:

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Total
	Upheld	Not upheld				
2016/17	15	7	6	1	11	40
2015/16	5	4	9	2	13	33

3.4.2 Of the 40 complaints, 22 complaints were investigated and of those 15 (68%) were upheld.

3.4.3 There will be further analysis of these complaints in the Children's Services Annual Complaints Report. The report is published on the Council's website later in the year: [Children's Services Annual Complaints Report](#). This report is required under The Children Act 1989 Representations Procedure (England) Regulations 2006.

4. Communities, Economy & Transport (CET)

	2016/17	2015/16	Change
Number of complaints received	76	243	↓68.7%
Number of complaints upheld	20	54	↓63.0%
Number of compliments	716	619	↑15.7%

4.1 Summary

4.1.1 There has been a significant drop in complaints received in CET in 2016/17. The reduction in complaints has occurred across all CET services, but has been particularly significant in highways. This is due to the way highways complaints are being handled since the new contractor for East Sussex Highways took over on 1 May 2016. Previously initial complaints about highways have been

logged as corporate complaints at too early a stage; this was in large part because the Highways Contact Centre was part of the Customer Services Team and it was common for initial complaints simply to be escalated to a corporate complaint as a way of resolving them, without the correct triage to ascertain that the customer had sought unsuccessfully to resolve the issue directly with the service.

4.1.2 Under the new highways contract complaints are initially dealt with by the contractor as the service provider, as this provides a direct opportunity for the contractor to seek to resolve the issue with the customer. If the complaint remains unresolved the customer is able to raise this as a corporate complaint to the Customer Services Team. This is in line with the Corporate Complaints Policy where services always seek to resolve the concern or issue directly, and with how other contracted-out services (e.g. the Veolia contract) handle initial complaints from dissatisfied customers.

4.2 Action taken to improve the service

4.2.1 The proportion of complaints that were upheld or partially upheld in 2016/17 is 26% which remains a similar proportion to the previous year at 22% in 2015/16.

4.2.2 The following are areas where improvements were made as a result of upheld and partially upheld complaints:

- There were a number of complaints which involved poor communication, and two main areas were identified where improvements could be made:
 - Poor communication between staff was causing delay to works and responses to customers. This was due to multifaceted communications between Council staff, staff employed by service providers, and other partners. To resolve this, managers who hold responsibility for outsourced services ensured that the division of responsibility between contracted service providers and Council staff, for handling complex issues and complaints, was clearly understood on both sides.
 - Some acknowledgements and responses were being missed and some customers were not being kept informed, which were resulting in enquiries being escalated to corporate complaints. Awareness was raised with managers about the need to adhere to response times for enquiries and complaints. Teams were instructed to review enquiries as soon as they are allocated so that staff can adequately plan time to respond within the customer service standards. This also includes keeping customers informed if a full response cannot be provided in the normal timeframe.
- In response to poor information provided on the website, improvements were made to make more information available about the services delivered by teams in CET.

4.3 Compliments

4.3.1 Compliments recorded for CET have increased from 619 in 2015/16 to 716 in 2016/17. Within the year, the Highways Team had improved how they capture their compliments received, for example by social media, phone calls or comments made by the public to staff working out on the network, which has increased the total number of compliments.

4.3.3 Compliments continue to be high which indicates that teams continue to deliver high quality services and show their commitment to the customers. Compliments for CET services fall into five main categories:

- Work and repairs carried out: Customers appreciated quick and effective works and repairs. They appreciated the quality of the work, commitment from staff, and how work carried out improves their accessibility and experience of their activities.
- Quality of service and staff in general

- Appreciation of staff helping on a specific query, issue or concern. This includes taking the time to help with and answer queries; responding quickly; providing thoughtful and considered responses; doing that extra bit to help; helping in difficult situations or circumstances; listening; and finding resolution for issues or concerns.
- Staff keeping the customer informed and up-to-date with the progress of their enquiries.
- Facilities or activities offered.

4.4 Local Government & Social Care Ombudsman

4.4.1 The table below sets out the LGO findings for complaints about CET:

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Total
	Upheld	Not upheld				
2016/17	-	1	4	-	4	9
2015/16	3	4	3	2	3	15

4.4.2 Only 1 (11%) of the 9 complaints was investigated and it was not upheld.

5. Orbis (ESCC only)

	2016/17	2015/16	Change
Number of complaints received	28	27	↑3.7%
Number of complaints upheld	22	13	↑69.2%
Number of compliments	20	n/a	-

5.1 Summary

5.1.1 The number of complaints received for Orbis (ESCC only) has remained almost the same for 2016/17. The percentage of upheld and partially upheld has increased by 69.2%.

5.1.2 The 22 upheld or partially upheld complaints covered the following subject matter:

- Issues with payments (20) for care costs such as unclear or incorrect charges and invoicing, delays or incorrect payments, and wording of billing letters.
- Issue with school meals (1) provided to a pupil.
- Lack of response (1) regarding flooding of a resident's property following a new school construction.

5.2 Action taken to improve the service

5.2.1 As discussed in section 2.2.5 there is an overlap of complaints involving ASC and Orbis. ASC has identified an increase in partially and fully upheld complaints relating to ASC and Accounts Receivable Team in Orbis. A Payment Process Review has been commissioned to investigate. This is a root cause analysis project to identify and unpick the issues of the pathways within these complex and multifaceted complaints. The aim is to implement learning to help reduce the errors and become more customer focussed.

5.2.2 For the Accounts Receivable Team, in response to the partially upheld or upheld complaints, there were two main areas where actions and improvements have been made. These were identified as staff training where preventable errors were made, and improvements to procedures. Staff training was carried out on the following topics, but not exclusively:

- Resolving when accounts get out of sync with payments

- Instalment processes
- Data protection refresher training
- Keeping providers up-to-date and informed (a responsibility shared with ASC)

Where it was possible to identify lessons learned, procedures and information were improved, for both staff and customers, such as:

- Improvements to template letters, statements, and reminders, including new contact details and better explanations. A review is also included within the service's improvement plan.
- Improved information about processing payments.
- Development of reporting which identifies missing data on providers and actions taken.
- Implementation of an improved process for large and late invoicing, which runs prior to billing, so the client can be given an explanation with the invoice.
- Improved communications to explain that clients are able to meet with Accounts Receivable Team face to face to help resolve issues.
- Improvement plans for the finance systems to ensure the right invoices are despatched from the right system.
- Updates with reflect procedural changes in ASC, resulting in reports giving clear weekly charges and adjustments.
- Extra check points put in place in order to identify potential issues early on.
- Improved communication with clients regarding the invoicing cycle.

5.2.2 As reported in the 2015/16 report, it is specified in the Orbis partnership Inter Authority Agreement (IAA), *Orbis must have a process in place to log any complaints or any complimentary feedback received from any Customer or member of the public with regard to the Services provided under this Agreement. The Orbis log shall be in line with the Councils' policies and procedures in place and as updated.* The coordinated Orbis process is in development and options are being considered, through engagement across the partnership (now also including Brighton and Hove City Council) including with the Customer Services Team at ESCC.

5.3 Compliments

5.3.1 There were 20 compliments captured for the Accounts Receivable Team in 2016/17. These compliments were relating to how helpful and efficient the staff on were this team and how much customers appreciated it. As part of the work to develop an Orbis process to log any complaints or any complimentary feedback, ideas are being explored to give an accessible facility to give compliments. Further work will be carried out between Business Operations and the Customer Services Team in CET to clarify how better to report on compliments for the next annual report.

5.4 Local Government & Social Care Ombudsman

5.4.1 There were no LGO complaints made for this department in 2016/17.

6. Governance Services

	2016/17	2015/16	Change
Number of complaints received	2	8	↓75.0%
Number of complaints upheld	1	4	↓75.0%
Number of compliments	0	1	↓100.0%

6.1 Summary

6.1.1 There was only one complaint partially upheld for Governance Services which was due to the lack of a response to a customer regarding a claim.

6.2 Action taken to improve the service

6.2.1 There were no common themes or actions to be drawn from the partially upheld complaint.

6.3 Compliments

6.3.1 No compliments recorded in 2016/17.

6.4 Local Government & Social Care Ombudsman

6.4.1 There were no LGO complaints made for this department in 2016/17.

7. Chief Executive's Office

7.1 Complaints are often addressed to the Chief Executive (CE) or Leader, and so are received through the CE Office. However, the complaints are about issues with services provided by departments rather than the CE Office itself, so these are recorded by the relevant department and are part of their figures.

7.2 There was one complaint logged in 2016/17 about staff attitude within the support team for the CE Office. This complaint was not upheld and the staff member had handled the challenging member of the public in an appropriate manner.

8. Local Government & Social Care Ombudsman - other complaints

8.1 There are two remaining LGO complaints for 2016/17 where decisions were made by the LGO. These were under the category "Housing" and "Environmental Services & Public Protection & Regulation". However, these two complaints were not investigated so we are uncertain where these fall as the Council is not notified about details of the complaints not investigated. The complainants were referred back to find a local resolution and this may not have involved the Council but a local district or borough council which we may conclude based on the categories provided.

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Total
	Upheld	Not upheld				
2016/17	-	-	-	-	2	2

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20 July 2017

By email

Becky Shaw
Chief Executive
East Sussex County Council

Dear Becky Shaw,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

During the year, we have noted a number of instances where there have been delays in your Council responding to our enquiries, even where they are relatively uncomplicated. In one instance, your Council first delayed and then failed to send the information my office requested. The full response was received only after a witness summons was threatened.

In dealing with a number of complaints about your Council's transport for people in post-16 education, there were both delays to our enquiries, a rejection of the Investigator's initial findings, and repeated requests for time extensions, before accepting the findings and agreeing to the recommendation of new appeals for those concerned. I note later in this letter that you have invested in training in complaint handling. I hope that this will be of assistance in avoiding similar problems in the coming year.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period.

In a small authority this may be adequately addressed through an annual report on complaints to members, for example.

- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

We were pleased to deliver a complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was valuable.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

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

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
33	0	0	43	1	9	1	0	0	87

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
2	1	23	21	11	21	66%	79

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
19	1

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Report to: Governance Committee

Date of meeting: 14 November 2017

By: Assistant Chief Executive

Title: Consultation on the disqualification criteria for councillors

Purpose: To consider the proposed response to the Department for Communities and Local Government consultation on the disqualification criteria for councillors

RECOMMENDATIONS

The Governance Committee is recommended to approve the response to the Department for Communities and Local Government consultation on the disqualification criteria for councillors as set out in paragraph 1.3 of this report.

1 Background Information

1.1 The Department for Communities and Local Government has issued a consultation document regarding the disqualification criteria for local authority members. A copy of the consultation document is attached at Appendix 1 of this report. The current disqualification criteria were established over 40 years ago and are set out in the Local Government Act 1972. Under these criteria a person is disqualified from standing as a candidate or being a member of a local authority if they:

- are employed by the local authority;
- are employed by a company which is under the control of the local authority;
- are subject to bankruptcy orders;
- have, within 5 years before being elected, or at any time since being elected, been convicted in the UK, Channel Islands or Isle of Man of any offence and have received a sentence of imprisonment (suspended or not) for a period of not less than three months without the option of a fine;
- are disqualified under Part III of the Representation of the People Act 1983;
- are employed under the direction of various local authority committees, boards or the Greater London Authority; or
- are a teacher in a school maintained by the local authority.

1.2 The consultation proposes that the current criteria should be updated to reflect new options which exist to protect the public and to address unlawful and unacceptable behaviour by elected members. In summary it is proposed to prohibit those subject to the notification requirements (commonly referred to as 'being on the sex offenders register') and those subject to certain anti-social behaviour sanctions from being local authority members.

1.3 The proposed response to the questions set out in the consultation document are as follows.

Q1. Do you agree that an individual who is subject to the notification requirements set out in the Sexual Offences Act 2003 (i.e. is on the sex offenders register) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Proposed response: Yes

Q2. Do you agree that an individual who is subject to a Sexual Risk Order should not be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or the London Mayor?

Proposed response: No. We think that an individual who is subject to a Sexual Risk Order should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor. There is a two part test when applying for a Sexual Risk Order; firstly it is necessary to prove an act of a sexual nature to the criminal standard and then, secondly, the court must be satisfied that it is necessary to make an order to protect children or vulnerable adults from harm. It is therefore illogical to exclude such individuals from the disqualification criteria given that elected members have access to sensitive personal information on vulnerable people.

Q3. Do you agree that an individual who has been issued with a Civil Injunction (made under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014) or a Criminal Behaviour Order (made under section 22 of the Anti-social Behaviour, Crime and Policing Act 2014) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Proposed response: Yes

Q4. Do you agree that being subject to a Civil Injunction or a Criminal Behaviour Order should be the only anti-social behaviour-related reasons why an individual should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Proposed response: Yes

Q5. Do you consider that the proposals set out in this consultation paper will have an effect on local authorities discharging their Public Sector Equality Duties under the Equality Act 2010?

Proposed response: We have no evidence that the proposals would have an effect on the County Council discharging its Public Sector Equality Duties under the Equality Act 2010.

Q6. Do you have any further views about the proposals set out in this consultation paper?

No.

2 Conclusion and reasons for the recommendations

2.1 The Governance Committee is recommended to approve the response to the Department for Communities and Local Government consultation (Appendix 1) on the disqualification criteria for councillors as set out in paragraph 1.3 of this report.

PHILIP BAKER
Assistant Chief Executive

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Department for
Communities and
Local Government

Disqualification criteria for Councillors and Mayors

Consultation on updating disqualification criteria for local authority members



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Department for Communities and Local Government
Fry Building
2 Marsham Street
London
SW1P 4TF
Telephone: 030 3444 0000

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Scope of the consultation

A consultation paper issued by the Department for Communities and Local Government on behalf of the Secretary of State

Topic of this consultation:	This consultation paper sets out the government’s proposals for updating the criteria disqualifying individuals from standing for, or holding office as, a local authority member, directly-elected mayor or member of the London Assembly.
Scope of this consultation:	<p>The Department for Communities and Local Government is consulting on proposals to update the criteria disqualifying individuals from standing for, or holding office as, a local authority member, directly-elected mayor or member of the London Assembly, if they are subject to:</p> <ul style="list-style-type: none"> • the notification requirements set out in the Sexual Offences Act 2003 (commonly referred to as ‘being on the sex offenders register’); • a civil injunction granted under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014; or • a Criminal Behaviour Order made under section 22 of the Anti-social Behaviour, Crime and Policing Act 2014. <p>Any changes to the disqualification criteria would require changes to primary legislation, in particular the Local Government Act 1972, the Local Democracy, Economic Development and Construction Act 2009, and the Greater London Authority Act 1999.</p> <p>The proposed changes would not act retrospectively.</p>
Geographical scope:	The proposals in this consultation paper apply to certain authorities in England, including local authorities, combined authorities and the Greater London Authority. They do <u>not</u> apply to authorities in Wales, Scotland or Northern Ireland.
Impact Assessment:	No impact assessment has been produced for this consultation.

Basic Information

To:	This consultation is open to everyone. We particularly seek the views of individual members of the public, prospective and current councillors and those bodies that represent the interests of local authorities and councillors at all levels.
Body responsible for the consultation:	The Local Government Stewardship Division in the Department for Communities and Local Government is responsible for conducting the consultation.
Duration:	The consultation will begin on Monday 18 September 2017. The consultation will run for 12 weeks and will close on Friday 8 December 2017. All responses should be received by no later than 5pm on Friday 8 December 2017.
Enquiries:	<p>If you have any enquiries, please contact:</p> <p>Stuart Young email: stuart.young@communities.gsi.gov.uk</p> <p>DCLG Tel: 0303 44 40000</p> <p>How to respond:</p> <p>Please respond by email to: Section80consultation@communities.gsi.gov.uk</p> <p>Alternatively, please send postal responses to:</p> <p>Stuart Young Department for Communities and Local Government 2nd Floor, NE, Fry Building 2 Marsham Street London SW1P 4DF</p> <p>Responses should be received by 5pm on Friday 8 December 2017.</p>
How to respond:	<p>You can respond by email or by post.</p> <p>When responding, please make it clear which questions you are responding to.</p> <p>When you reply it would be very useful if you could confirm whether you are replying as an individual or submitting an</p>

	<p>official response on behalf of an organisation, and include:</p> <ul style="list-style-type: none">- your name- your position (if applicable)- the name and address of your organisation (if applicable)- an address, and- an email address (if you have one)
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Introduction

1. Local authority members (i.e. councillors), mayors of combined authorities, members of the Greater London Assembly and the London Mayor take strategic decisions that affect all our lives. They decide how best to use taxpayers' money and manage local authority resources, including property, land and assets. They also have a leading role to play in building and preserving a society where the rights and freedoms of individuals are respected. They should be community champions. It is vital, therefore, that they have the trust of the electorate.
2. The Government considers that there should be consequences where councillors, mayors and London Assembly members fall short of the behaviour expected of anyone in a free, inclusive and tolerant society that respects individuals and society generally, and where this has led to enforcement action against an individual.
3. Existing legislation prevents individuals standing, or holding office, as a local authority member, London Assembly member or directly-elected mayor if they have, within five years of the day of the election, or since their election, been convicted in the UK, Channel Islands or Isle of Man of any offence and have received a sentence of imprisonment, suspended or not, for a period of not less than three months without the option of a fine.
4. The Government considers that the law should be updated to reflect new options which exist to protect the public and address unlawful and unacceptable behaviour.
5. This consultation proposes updating the disqualification criteria in section 80 of the Local Government Act 1972, paragraph 9 of schedule 5B to the Local Democracy, Economic Development and Construction Act 2009, and section 21 of the Greater London Authority Act 1999 to prohibit those subject to the notification requirements (commonly referred to as 'being on the sex offenders register') and those subject to certain anti-social behaviour sanctions from being local authority members, London Assembly members or directly-elected mayors.
6. This consultation does not propose changing the disqualification criteria for Police and Crime Commissioners (PCCs). For the purposes of this consultation, 'local authority member' also extends to directly-elected mayors and co-opted members of authorities, and 'local authority' means:
 - a county council
 - a district council
 - a London Borough council
 - a parish council

The disqualification criteria in section 80 of the Local Government Act 1972, paragraph 9 of schedule 5B to the Local Democracy, Economic Development and Construction Act 2009, and section 21 of the Greater London Authority Act 1999 do not cover the Council of the Isles of Scilly or the Common Council of the City of

London. Therefore, the proposals in this consultation do not extend to these councils.

The Current Disqualification Criteria

7. Under section 80 of the Local Government Act 1972, a person is disqualified from standing as a candidate or being a member of a local authority, if they:
 - are employed by the local authority;
 - are employed by a company which is under the control of the local authority;
 - are subject to bankruptcy orders;
 - have, within 5 years before being elected, or at any time since being elected, been convicted in the UK, Channel Islands or Isle of Man of any offence and have received a sentence of imprisonment (suspended or not) for a period of not less than three months without the option of a fine;
 - are disqualified under Part III of the Representation of the People Act 1983;
 - are employed under the direction of various local authority committees, boards or the Greater London Authority; or
 - are a teacher in a school maintained by the local authority.

8. Paragraph 9 of schedule 5B to the Local Democracy, Economic Development and Construction Act 2009 sets out the criteria on disqualification from standing as, or being, a directly-elected mayor of a combined authority. A person is disqualified from being elected or holding office as the mayor of a combined authority if they:
 - hold any paid office or employment (other than the office of mayor or deputy mayor), including any appointments or elections made by or on behalf of the combined authority or any of the constituent councils of the combined authority;
 - are subject to bankruptcy orders;
 - have, within 5 years before being elected, or at any time since being elected, been convicted in the UK, Channel Islands or Isle of Man of any offence and have received a sentence of imprisonment (suspended or not) for a period of not less than three months without the option of a fine; or
 - is disqualified for being elected or for being a member of a constituent council under Part 3 of the Representation of the People Act 1983.

9. Section 21 of the Greater London Authority Act 1999 disqualifies someone from being the Mayor or an Assembly member if they:
 - are a member of staff of the Authority;
 - hold an office that disqualifies the holder from being Mayor or an Assembly member;
 - are subject to bankruptcy orders are bankrupt or have made a composition agreement with creditors;
 - have, within 5 years before being elected, or at any time since being elected, been convicted in the UK, Channel Islands or Isle of Man of any offence and have received a sentence of imprisonment (suspended or not) for a period of not less than three months without the option of a fine;
 - are disqualified under section 85A or Part III of the Representation of the People Act 1983 from being the Mayor or an Assembly member; or

- are a paid officer of a London borough council who is employed under the direction of:
 - a council committee or sub-committee whose membership includes the Mayor or someone appointed on the nomination of the Authority;
 - a joint committee whose membership includes a member appointed on the nomination of the council and a member appointed on the nomination of the Authority;
 - the council executive, or one of its committees, whose membership includes the Mayor or someone appointed on the nomination of the Authority;
 - a member of the council's executive who is the Mayor or someone appointed on the nomination of the Authority.

Sexual Offences

10. The Government considers that anyone who is subject to sex offender notification requirements, commonly referred to as 'being on the sex offenders register', should be barred from standing for election, or holding office, as a local authority member, directly-elected mayor or member of the London Assembly. The period of time for which they would be barred would end once they were no longer subject to these notification requirements.

11. An individual can become subject to notification requirements by committing certain criminal acts or being issued with certain types of civil order:

- Being subject to sex offender notification requirements is an automatic consequence of being cautioned or convicted of a sexual offence listed in Schedule 3 of the Sexual Offences Act 2003 (see: <http://www.legislation.gov.uk/ukpga/2003/42/schedule/3>).
- Sexual Harm Prevention Orders are civil orders intended to protect the public from offenders convicted of a sexual or violent offence who pose a risk of sexual harm to the public by placing restrictions on their behaviour. Offenders who are subject to Sexual Harm Prevention Orders become subject to notification requirements.
- Notification Orders are civil orders intended to protect the public in the UK from the risks posed by sex offenders who have been convicted, cautioned, warned or reprimanded for sexual offences committed overseas. Such offenders may be British or foreign nationals convicted, cautioned etc. abroad of a relevant offence. Offenders who are subject to Notification Orders become subject to notification requirements.

12. The duration of the notification requirement period (i.e. how long a person is on the sex offenders register) is set out in the Sexual Offences Act 2003 and in the table below. The courts have no discretion over this.

Where the (adult) offender is:	The notification period is:
Sentenced to imprisonment for life or to a term of 30 months or more	An indefinite period
Detained in a hospital subject to a restriction order	An indefinite period
Sentenced to imprisonment for more than 6 months but less than 30 months imprisonment	10 years
Sentenced to imprisonment for 6 months or less	7 years
Detained in a hospital without being subject to a restriction order	7 years
Cautioned	2 years

Conditional discharge	The period of the conditional discharge
Any other description (i.e. community sentence, fine)	5 years

These periods are halved for offenders who are under 18 on the date of the caution, conviction or finding, as defined within the 2003 Act.

13. Offenders who are subject to the notification requirements must notify the police of (amongst other things) their: name, date of birth, national insurance number, home address, passport number, bank account and credit card details. They must do this annually, any time the details change or when they travel abroad. They must also notify the police when they stay or reside with a child for more than 12 hours.
14. Further information on the Sexual Offences Act 2003 can be found at: <https://www.gov.uk/government/publications/guidance-on-part-2-of-the-sexual-offences-act-2003>.
15. The Government does not propose including another type of civil order, the Sexual Risk Order, as this person would not have been convicted or cautioned of a sexual offence under the Sexual Offences Act 2003 and are not subject to notification requirements for registered sex offenders. A Sexual Risk Order does require the individual to notify to the police their name and their home address. A Sexual Risk Order can be sought by the police against an individual who has not been convicted, cautioned etc. of an offence under Schedule 3 or Schedule 5 of the 2003 Act but who is nevertheless thought to pose a risk of harm to the public in the UK and/or children or vulnerable adults abroad.

Q1. Do you agree that an individual who is subject to the notification requirements set out in the Sexual Offences Act 2003 (i.e. who is on the sex offenders register) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Q2. Do you agree that an individual who is subject to a Sexual Risk Order should not be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Anti-Social Behaviour

16. Anti-social behaviour blights people's lives and can leave victims feeling powerless. These are a range of powers to the courts, police and local authorities to tackle the problems in the table below.

17. The Government considers that an individual who is subject to an anti-social behaviour sanction that has been issued by the court, i.e. a Civil Injunction or a Criminal Behaviour Order, should be barred from standing for election, or holding office, as a local authority member, directly-elected mayor or member of the London Assembly. The period of time for which they would be barred would end once they were no longer subject to the injunction or Order.

Anti-Social Behaviour (ASB) Powers

Type	Power	Description
Issued by the court to deal with individuals	Civil Injunction	A civil order with a civil burden of proof. The injunction can include both prohibitions and positive requirements to tackle the underlying causes of the behaviour. Applications can be made by police, councils, social landlords, Transport for London, Environment Agency, Natural Resources Wales and NHS Protect.
	Criminal Behaviour Order	A court order available on conviction. The order can be issued by any criminal court against a person who has been convicted of an offence. It is aimed at tackling the most persistently anti-social individuals who are also engaged in criminal activity. The order can include both prohibitions and positive requirements. Applications are made by the prosecution, in most cases by the Crown Prosecution Service, either at its own initiative or following a request from the police or council.
Used by the police to move problem groups or individuals on	Dispersal Power	A flexible power which the police can use in a range of situations to disperse anti-social individuals and provide immediate short-term respite to a local community. It allows the police to deal instantly with someone's behaviour and prevent it escalating. The use of the power must be authorised by an officer of at least inspector rank, to be used in a specific locality for up to 48 hours or on a case by case basis. This is to ensure that the power is used fairly and proportionately and only in circumstances in which it is necessary.

Issued by councils, the police and social landlords to deal with problem places	Community Protection Notice	A notice designed to deal with particular problems which negatively affect the community's quality of life. The Notice can be issued to anyone aged 16 or over, businesses or organisations. This is a two-stage power and a written warning has to be issued first. Failure to stop the behaviour or take action to rectify the problem would lead to the notice being issued. The power can be used by councils, police and social landlords (if designated by the council).
	Public Spaces Protection Order	Designed to deal with anti-social behaviour in a public place and apply restrictions to how that public space can be used to stop or prevent anti-social behaviour. The order is issued by the council. Before the order can be made, the council must consult with the police and whatever community representatives they think appropriate, including regular users of the public space. Before the order is made the council must also publish the draft order.
	Closure Power	A fast and flexible two-stage power. Can be used to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder, including residential, business and licensed premises. The police and councils are able to issue Closure Notices for up to 48 hours and the courts are able to issue Closure Orders for up to six months if satisfied that the legal tests have been met. Following the issue of a Closure Notice, an application must be made to the magistrates' court for a closure order.

Q3. Do you agree that an individual who has been issued with a Civil Injunction (made under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014) or a Criminal Behaviour Order (made under section 22 of the Anti-social Behaviour, Crime and Policing Act 2014) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Q4. Do you agree that being subject to a Civil Injunction or a Criminal Behaviour Order should be the only anti-social behaviour-related reasons why an individual should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Retrospection

18. Legislation does not generally apply retrospectively, the principle being that the law should operate in a clear and certain manner and the public is entitled to know the state of the law at a particular time.
19. The proposals in this consultation would not apply retrospectively, i.e. any incumbent local authority member, directly-elected mayor or member of the London Assembly, who is on the sex offenders register or subject to a Civil Injunction or Criminal Behaviour Order at the time the changes come into force would not be affected.
20. Such individuals would of course be prevented from standing for re-election after the changes came into force.

Questions

Q1. Do you agree that an individual who is subject to the notification requirements set out in the Sexual Offences Act 2003 (i.e. is on the sex offenders register) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Q2. Do you agree that an individual who is subject to a Sexual Risk Order should not be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or the London Mayor?

Q3. Do you agree that an individual who has been issued with a Civil Injunction (made under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014) or a Criminal Behaviour Order (made under section 22 of the Anti-social Behaviour, Crime and Policing Act 2014) should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Q4. Do you agree that being subject to a Civil Injunction or a Criminal Behaviour Order should be the only anti-social behaviour-related reasons why an individual should be prohibited from standing for election, or holding office, as a member of a local authority, mayor of a combined authority, member of the London Assembly or London Mayor?

Q5. Do you consider that the proposals set out in this consultation paper will have an effect on local authorities discharging their Public Sector Equality Duties under the Equality Act 2010?

Q6. Do you have any further views about the proposals set out in this consultation paper?

About this consultation

This consultation document and consultation process have been planned to adhere to the Consultation Principles issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent, and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this consultation, including personal information, may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004.

If you want the information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Department for Communities and Local Government will process your personal data in accordance with DPA and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. Individual responses will not be acknowledged unless specifically requested.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Are you satisfied that this consultation has followed the Consultation Principles? If not or you have any other observations about how we can improve the process please contact us via the [complaints procedure](#).

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Report to: **Governance Committee**

Date: **14 November 2017**

By: **Assistant Chief Executive**

Title of report: **Appointments to Outside Bodies**

Purpose of report: **To consider appointments to outside bodies for the next four years.**

RECOMMENDATION – The Governance Committee is recommended to appoint Councillors to serve on the outside bodies as set out in Appendix 1 of this report.

Supporting Information

1.1 The County Council is invited to appoint Members (and in some cases non-County Councillors are eligible) to serve on a range of outside bodies whose role has a relationship to a function of the County Council. The appointments are a vital part of the County Council's working in partnership with voluntary sector bodies, statutory agencies and the public and private sectors.

1.2 A review of the bodies to which appointments are made has been undertaken and the Committee considered appointments to a number of organisations at its meeting in July 2017. The review has now been completed and attached at Appendix 1 is a schedule of the remaining organisations to which it is recommended that appointments are made. In undertaking the review, officers have taken into account those bodies which support a strategic benefit to the Council or for which there is a statutory requirement to make an appointment.

1.3 The table in Appendix 1 shows the organisations to which appointments are to be made and the number of places to be filled. In making appointments the Committee may wish to consider the issue of continuity. Where no names are indicated, the position is currently vacant.

1.4 Unless otherwise stated, appointments will be made for a period ending in June 2021. Nominations and preferences have been sought from each political group and a list of nominations received is set out in Appendix 1.

2. Recommendation

2.1 The Committee is asked to appoint Councillors to serve on the outside bodies as set out in Appendix 1 of this report.

PHILIP BAKER
Assistant Chief Executive

Contact Officer: Paul Dean Tel: 01273 481751
paul.dean@eastsussex.gov.uk

Local Members: All

Background Documents

None

Appendix 1

Appointments to Outside Bodies

Organisation	No. of reps	Appointments to June 2017	Nominations
Environment			
Dungeness A & B Power Stations – Local Community Liaison Council	3	Glazier, Maynard and Simmons	Glazier, Maynard and Simmons
Woodland Enterprises Ltd	1	Barnes	Barnes
Chailey Common Local Nature Reserve Management Committee	2	Sheppard and vacancy	Sheppard and vacancy
Coombe Valley Countryside Park Community Interest Company	2	Maynard and Pragnell	Maynard and Pragnell
Rye Harbour Nature Reserve Management Committee <i>Note – the ESCC representation on this body has decreased from 3 members to 2</i>	2	Barnes, Glazier and Webb	Barnes and Glazier
Harbour of Rye Advisory Committee	1	Glazier	Glazier

