



GOVERNANCE COMMITTEE

THURSDAY, 29 SEPTEMBER 2022

11.00 AM (OR AT THE CONCLUSION OF THE CABINET, WHICHEVER IS THE LATER)
COUNCIL CHAMBER, COUNTY HALL, LEWES

MEMBERSHIP - Councillor Keith Glazier (Chair)
Councillors Nick Bennett, Chris Collier, Rupert Simmons and David Tutt

A G E N D A

1. Minutes of the meeting held on 2 September 2022 *(Pages 3 - 4)*
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. Annual Customer Experience Report *(Pages 5 - 30)*
Report by Director of Communities, Economy and Transport
6. Amendment to Constitution - Scheme of Delegation to Officers *(Pages 31 - 44)*
Report by Chief Operating Officer
7. Scrutiny Committee Activity *(Pages 45 - 84)*
Report by Assistant Chief Executive
8. Employee Loan Scheme *(Pages 85 - 90)*
Report by Chief Operating Officer
9. Amendment to Constitution - Health and Wellbeing Board Terms of Reference *(Pages 91 - 98)*
Report by Assistant Chief Executive
10. Any other items previously notified under agenda item 4

PHILIP BAKER
Assistant Chief Executive
County Hall, St Anne's Crescent
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21 September 2022

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GOVERNANCE COMMITTEE

MINUTES of a meeting of the Governance Committee held at Council Chamber, County Hall, Lewes on 2 September 2022.

PRESENT Councillors Keith Glazier (Chair), Nick Bennett, Christine Robinson, Rupert Simmons and David Tutt

13. MINUTES OF THE MEETING HELD ON 19 JULY 2022

13.1 RESOLVED – that the minutes of the previous meeting of the Committee held on 19 July 2022 be confirmed and signed as a correct record.

14. APOLOGIES FOR ABSENCE

14.1 Apologies for absence were received from Councillor Collier. It was noted that Councillor Robinson was substituting for him.

15. REPORTS

15.1 A copy of the report referred to below is included in the minute book.

16. MILEAGE REIMBURSEMENT RATES - ONE-OFF LUMP SUM PAYMENT

16.1 The Committee considered a report by the Chief Operating Officer regarding a proposal for the payment of a one-off lump sum of £150 gross to employees designated as a contracted car users on single status grades.

16.2 The Committee RESOLVED - to agree to the payment of a one-off lump sum of £150 gross to all staff on the single status grades who are designated as a contracted car user and have undertaken any business mileage since 1 April 2022.

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Report to: Governance Committee

Date of meeting: 29 September 2022

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 by the Customer Experience Board and information about the Council's performance in 2021/22 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 Experience Board in the implementation of a series of new measures to improve customer experience;**
 - (2) support the Customer Experience Board's online payments workstream and endorse future work with the MBOS system to make the customer payments process as easy and intuitive as possible given the technology available;**
 - (3) support the Customer Experience Board's workstream to develop the reporting of Council-wide customer contact data in order to gain oversight and inform service delivery and improvements;**
 - (4) note the number and nature of complaints made to the Council in 2021/22; and**
 - (5) note the contents of the Local Government & Social Care Ombudsman's annual letter to the Chief Executive.**
-

1 Introduction

1.1 In 2021/22 the Customer Experience Board continued to lead the implementation of a series of measures to improve Customer Experience across the Council. The Customer Experience Board have the following priorities:

- To ensure the content of ESCC website is the best that it can be with close links to exploring customer journeys and end to end processes
- To develop the capture of data on our customer contact in order to inform service delivery and improvements
- Continue to review customer feedback from the customer contact channels of emails, website, telephone, and face to face visits to drive our commitment to improving customer experience and satisfaction
- Explore customer journeys by mapping end to end customer contact with us; an initial focus will be to understand the issues and to improve online payments for customers

1.2 The Customer Experience Board's aim is to identify issues and deliver improvements that result in a 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.

1.3 In 2021/22, our working groups and Customer Services Team continued to deliver practical improvements to our communications with customers from their feedback, and staff across the Council adapted to the impact of the pandemic on our delivery of our Customer Promise and customer service to our customers. This report provides a summary of our customer experience

development work, customer feedback, complaints, Ombudsman complaints, compliments, and formal information requests.

2 Customer Experience achievements and developments in 2021/22

2.1 In 2021/22, the Board agreed to have a particular focus on developing our understanding of customer journeys. The Board assessed this to be the area of customer insight at ESCC that was the most fragmented and least advanced. There was recognition that there were pockets of excellence, and it would be advantageous to use this expertise and share more widely across the Council. It was considered this is where we need the greatest focus and better understanding and support for services to improve delivery of their services for customers on their journeys of transactions or gaining information.

Customer Feedback

2.2 We received just over 22,000 ratings from our feedback surveys and over 5,000 verbatim comments from customers, an increase from 2020/21 where roughly 13,000 feedback surveys and 3,500 verbatim comments were received.

2.3 This year, the Board agreed an important development in starting to capture feedback in commonly used forms where customers interact with us. Currently these are the Highways 'report a problem' and School Admissions 'apply for a school place'. This is a significant development as it helps us to monitor customer satisfaction when the customer completes an interaction with the Council and to provide valuable insight to inform service improvements.

2.4 The feedback from forms has been high (5,340 ratings) and overwhelmingly positive at an overall 93% satisfaction rating. It is reassuring to have a consistently high level of customer satisfaction regarding these important customer journeys. It is significant as it shows that customers are happy to use self-serve forms when they find them useful, easy and clear. Feedback surveys have gone live in July 2022 on six forms on the Adult Social Care & Health customer facing portal.

2.5 We continue to gather customer feedback from customers using the ESCC website and from email enquiries. East Sussex Highways continues to be the only service to collect feedback by telephone, receiving a 70% overall satisfaction rating from customers. We were unable to gather face to face surveys during 2021/22 due to lockdown restrictions.

2.6 The volume of website feedback increased by 84% compared to the previous year. This was due to a combination of webpages being published again after being reduced during the response to the pandemic and feedback surveys being added onto some new sections in 2021/22. The overall customer satisfaction rating of the website improved from 61% to 69%. The new website design and framework, by Digital Services, improves our customers' experience providing a more up-to-date, clearer look and feel. Website content produced by Digital Services and content owners across the Council was improved and included comprehensive work on meeting our compliance of the Accessibility Regulations 2018. This review saw a significant reduction of published documents on the website and our digital offer has been improved and customer journeys simplified.

2.7 The overall customer satisfaction rating for emails was 73% in 2021/22 a decrease from 78% in 2020/21. The decrease relates to the change of one of the email surveys to a form survey. It was identified that the email was the start of the journey and that it would be more accurate to gather feedback at the end of the journey, which was when the form was completed via a link in the email. Other comparisons of email surveys indicate consistent satisfaction ratings year on year.

2.8 It is very positive that customer feedback has increased across all channels. It proves the willingness of customers to engage with us, and it provides a vital element for gauging the effectiveness of our communication with customers, especially during the pandemic. It also provides a valuable source of feedback that reminds teams that the majority of customers are happy with the service they receive. Details on all feedback received in 2021/22 is presented as Appendix 1.

Improvements to customer experience – Online payments

2.9 In 2021/22, there was a continued focus on improving areas which receive lower satisfaction ratings. The Board commissioned an options report to identify how to improve the customer journey

of making an online payment. The report concluded the poor satisfaction ratings and higher than average negative feedback is not in relation to WorldPay (third party payment provider), but the surrounding process provided by ESCC. It was agreed to undertake analysis to look at how to improve the customer journey across the central online payments by mapping the customer journey from start to finish. Recommendations from the analysis will be progressed in 2022/23. In the short-term, improvements were made to the instructions for customers for [online payments](#) based on customer feedback.

2.10 It is recommended that as part of the Modernising Back Office Systems (MBOS) Programme, customer payments continue to be a priority. The MBOS programme is assessing a customer portal which could replace several current payment arrangements. In the interim the Customer Experience Board will seek to ensure that there is consistent approach to setting up and maintaining online payments across all business areas and strengthen the link with the MBOS programme to ensure they reflect the new systems and processes that will be adopted.

Improvements to customer experience - oversight of Council-wide customer contact

2.11 At the current time we lack a comprehensive view of customer contact across the Council, for all contact channels. We are gaining a better understanding of the ways customers access council services through investigating and progressing the gathering and reporting of customer contact data.

2.12 There are several benefits for having this information. Understanding the volumes for different contact channels and trends over time could help managers to efficiently allocate resources. An understanding of the nature of enquiries could be a next stage where high volume contact channels could be investigated in greater depth for the reasons behind the contact. This potentially has significant benefits due to identifying what information to provide to customers upfront in order for them to self-serve, particularly outside of opening times, or if contact is needed staff focusing on more complex enquiries. In addition, there is a risk of reputational damage due to the expectation of local authorities to have reportable data on customer contact and the Council not being able to hold itself accountable to responding to customer enquiries effectively (if they cannot be analysed).

2.13 An options report was presented to the Board on what would be required to create a comprehensive view of customer contact on an ongoing basis. It was acknowledged that progression up to this point had been limited due to staff capacity. The Board has agreed to fund a new dedicated staff post which will create capacity to coordinate the efforts of the teams involved and to accelerate the development and implementation of this project. The project will extract the data out of several systems into reportable, user-friendly dashboards (using Tableau). The aim is to provide the dashboards to team managers, senior managers, the Board and CMT in this Annual Report.

ESCC Customer Services Network

2.14 The Board recognised it had been a challenging year for staff in their interactions with customers with increased anxiety and pressures due to the pandemic. As part of this recognition we continue to emphasise and rely on the feedback from the ESCC Customer Services Network (CSN) for insight on experiences of the staff working in public facing roles and their essential support to customers who are seeking information and services provided by ESCC. The CSN is a vital platform for staff from across the authority to share best practice and discuss challenges faced by their services. Further information on the CSN is provided in Appendix 1.

2.15 The Board carried out a review on how telephone calls from customers are answered from working from home and the telephony solutions available to improve answering calls. The Board approved the promotion of Jabber telephone software which provides flexibility of answering calls at home and office desk phones seamlessly, essential to hybrid working. The approach supports best practice in answering and monitoring telephone calls from our customers, which has been demonstrated by feedback from the CSN.

Unreasonable Customer Behaviour (UCB) Policy

2.16 As part of the feedback from the CSN and departmental staff, the Board reviewed and updated the Unreasonable Customer Behaviour (UCB) Policy and supporting staff guidance. The revised, public-facing policy was updated to provide clearer explanations to customers about

unreasonable behaviours, which aligns with the Local Government and Social Care Ombudsman [guidance on managing unreasonable complainant behaviour](#), and to provide better explanations on warnings which staff will give if they experience unreasonable behaviour from customers. It also explains longer-term restrictions that may be considered. We hope to finalise the policy and guidance in September 2022.

3 Complaints and compliments

3.1 The Council received 664 complaints in 2021/22, compared to 593 complaints in 2020/21, which represents an increase of 12% this year. The increase is due to more complaints received about Adult Social Care from the lower number of complaints recorded during in the pandemic; however, these have not reached pre-pandemic levels. Details are provided in Appendix 2.

3.2 Of the 664 complaints, 256 were fully or partly upheld, that is 38.5% of all complaints, which is comparable to last year at 36%. We continue to analyse the reasons for complaints which 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 the Council seeks continuous improvement to ensure we resolve individual customer's problems as effectively as possible, but also to identify where service-wide improvements can be made to create a better experience. A review of complaints by department is available in Appendix 2.

3.3 In 2021/22 we received 1,706 compliments compared to 1,694 compliments in 2020/21. Compliments, where recorded, are unsolicited feedback from individual customers. Ensuring that we provide channels for both positive and negative feedback which are easy for customers to access, helps services to reflect on what is or is not working. Details for compliments by department is available in Appendix 2.

4 Local Government & Social Care Ombudsman letter

4.1 The Local Government & Social Care Ombudsman (LGSCO) sends a letter annually to each local authority summarising the number of complaints received and decisions made during that period. It informs the Council how many complaints were investigated and either upheld or not upheld, closed after initial enquiries, or referred back to the Council for local resolution (as they were brought too early to the Ombudsman).

4.2 In 2021/22, the LGSCO made decisions on 89 complaints, which is similar to previous years with the exception of 2020/21 where the LGSCO suspended investigating complaints for a short period due to local authorities focusing on responding to the pandemic. Out of the 89 complaints, 38 were investigated and of these 25 (66%) were upheld. This is lower than the average of similar authorities at 71%, which the LGSCO calculates and makes available on its website.

4.3 The LGSCO monitors the compliance to its recommendations and ESCC achieved 100% satisfaction. The LGSCO stresses the importance of the Council finding satisfactory remedies before the complaint reached the Ombudsman and we were able to do this for three complaints at 12% compared to an average of 8% in similar authorities. Appendix 2 provides a breakdown of LGSCO complaints by department and the LGSCO letter for 2021/22 is presented as Appendix 3.

4.4 The LGSCO notes in the annual letter to ESCC that there were several occasions during the year that investigations were delayed by our Council's failure to respond on time to the LGSCO's request for information. It is recognised by the Council that these delays were caused by the complexity of cases, how time intensive the enquiries are, and the competing challenges that Services are facing. The Council will endeavour to fulfil the request of the LGSCO for our Council to reflect on its practices and take the necessary steps to improve its liaison moving forward.

5 Formal requests for information

5.1 There were 1,607 formal information requests in 2021/22, compared to 1,793 in 2020/21. These requests relate to the Environmental Information Regulations (EIR), Freedom of Information (FOI) Act, and Data Protection Act. These include requests where information was provided in full or in part, where no information was provided or held, and requests not validated or withdrawn. Of the FOI and EIR requests completed, we report on meeting the statutory deadline of responding within 20 working days, and in 2021/22 the Council achieved 88% compliance rate. The decrease in

volume in 2021/22 is in relation to the arrangements for Con29s (a specific type of request under EIR) which are now being processed directly by Highway Land Information Team which is simpler and faster for the public.

5.2 ESCC received 457 Data Protection requests in 2021/22 compared to 497 in 2020/21. Children's Services continues to receive the vast majority of these requests. Due to the complexity of the cases, the increase from 2019/20 (16%), and services being under pressure from the response to Covid-19, the responses completed in 2021/22 increased significantly. The Council closed 499 Data Protection requests in 2021/22, versus 457 received during the same year, showing the length of time it takes to fulfil some of the complex cases. Subject Access Requests can be particularly complex and demanding of staff time for validating, retrieving information from across the Council and can include the redaction of thousands of pages. Completing requests is important as it can help people to piece together their life story and to understand why decisions were made, for example why someone might have been taken into care as a child.

5.3 Formal information requests have their own complaint procedure and details on complaints received is presented as Appendix 4.

6 Conclusion and Recommendations

6.1 This report provides an overview and progress update on measures taken to further improve customer experience and summarises the annual results for complaints, compliments, the LGSCO letter, and formal information requests received in 2021/22.

6.2 Governance Committee is recommended to:

- (1) note the progress of the Customer Experience Board in the implementation of a series of new measures to improve customer experience;
- (2) support the Customer Experience Board's online payments workstream and endorse future work with the MBOS system to make the customer payments process as easy and intuitive as possible given the technology available;
- (3) support the Customer Experience Board's workstream to develop the reporting of Council-wide customer contact data in order to gain oversight and inform service delivery and improvements;
- (4) note the number and nature of complaints made to the Council in 2021/22; and
- (5) 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

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BACKGROUND DOCUMENTS

None

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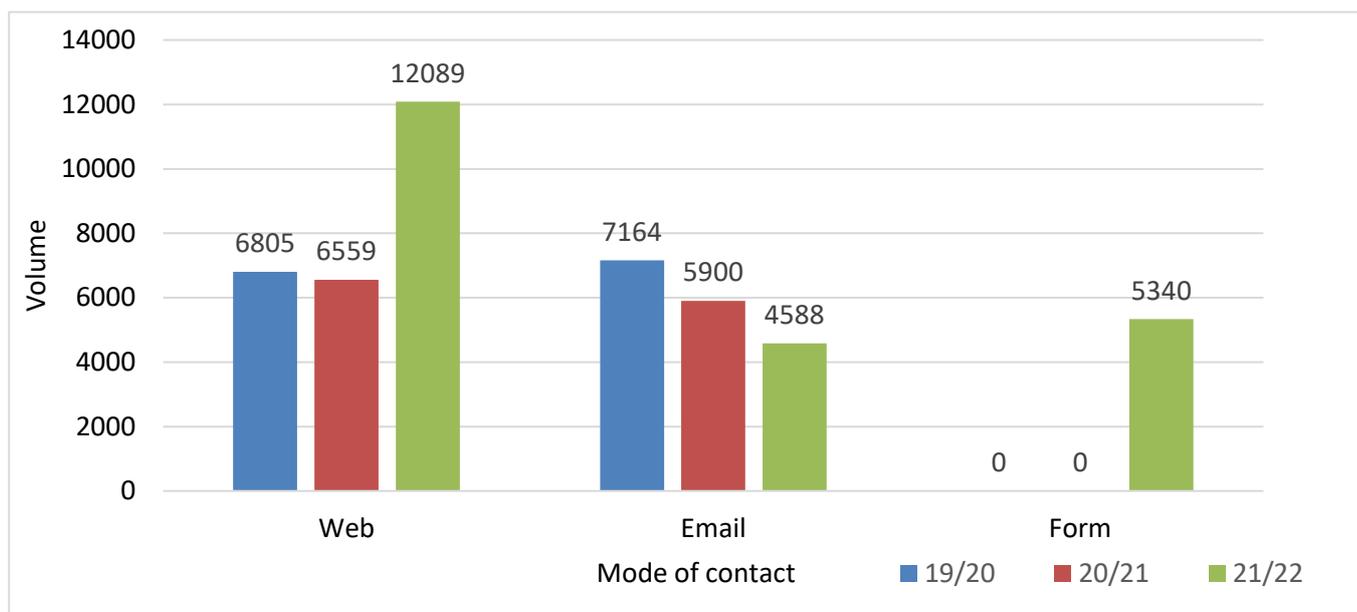
1.0 Customer Feedback in 2021/22

1.1 The collection of feedback from customers using our ESCC website, receiving email correspondence from ESCC teams and completing some commonly used forms has continued to assist in monitoring of customer satisfaction across the Council and to provide valuable insight which informs service improvements. The feedback from our website continues to add value to the Council’s ambition for customers to self-serve as much as possible, while striving for a high level of customer service. It continued to assist the Council’s operational response to the pandemic as well as its return to pre-pandemic service offers and informed edits made to content during 2021/22.

1.2 Headlines for customer feedback in 2021/22:

- We received just over 22,000 ratings across all feedback surveys.
- We received just over 5,000 verbatim comments from customers.
- We began collecting feedback from commonly used forms across a range of services.
- Customer satisfaction related to the website increased by seven percent, the largest increase year on year since collection of feedback began in 2017.

Graph 1 – Volume of customer feedback and comments, 2019/20, 2020/21, and 2021/22



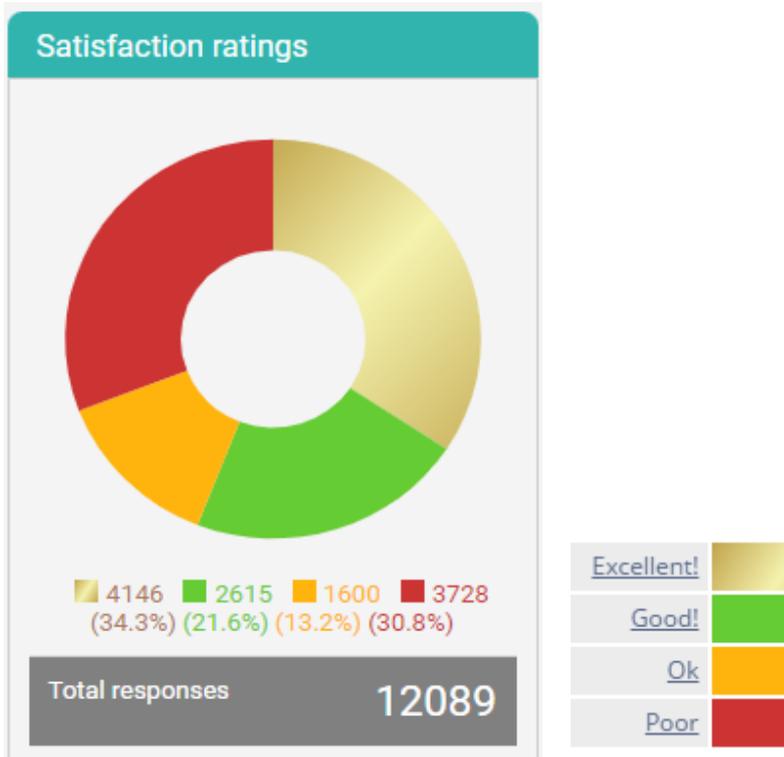
2.0 Website feedback 2021/22

2.1 Key takeaways:

- The website feedback remains well used, despite being a fixture for users for almost five years.
- Our website feedback increased by 84% compared to the previous year with just over 12,000 feedback ratings received this year.
- This increase was due to a combination of webpages being unpublished or changes delayed due to operational changes in services due to the pandemic during 2020/21 and the embedding of the Customer Thermometer feedback survey on to some sections for the first time, most notably [Rubbish and Recycling](#), which received a significant amount of feedback.
- Customer satisfaction rating for 2021/22 was 69%, which is an increase of eight per cent compared to the previous year.
- Feedback surveys are available on almost a third of the ESCC website webpages.

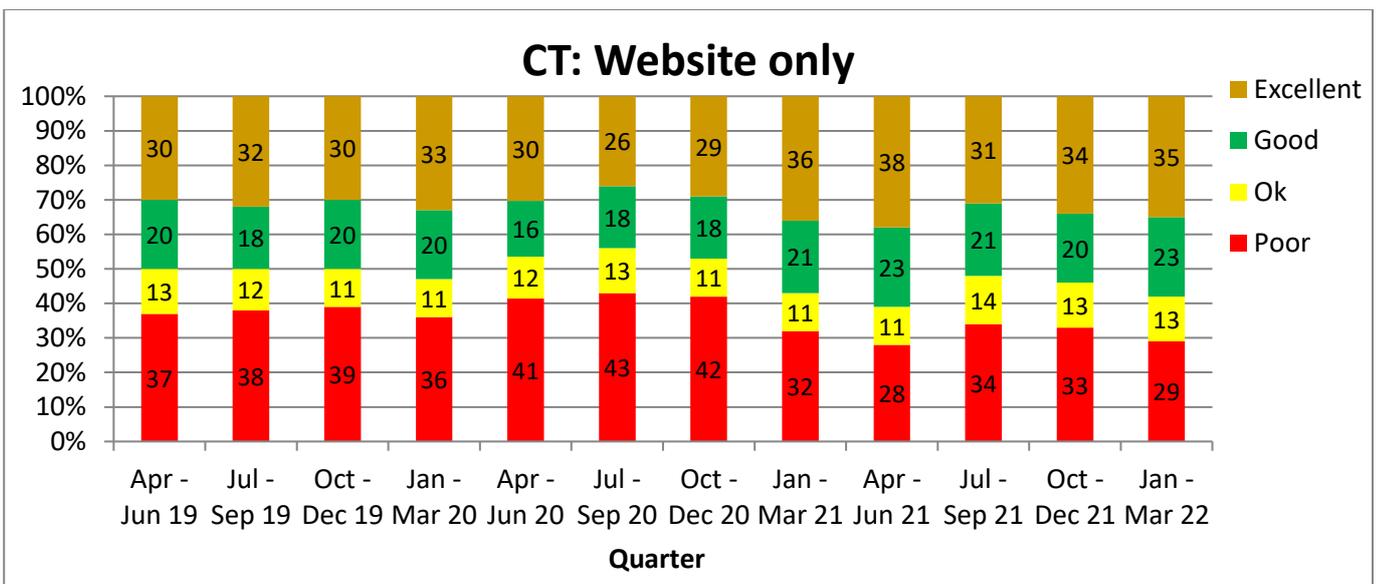
- Some website content is not appropriate for feedback surveys, such as landing pages and pages related to committees and elected members.
- Customer comments continue to be useful in highlighting where to make improvements.
- Our customer satisfaction rating is comparatively high compared to other authorities.

Graph 2 – Customer satisfaction ratings: Website, 2021/22



2.2 Customer feedback has been collected for almost five years and it provides the Council with a vast pool of feedback. It is reassuring that customer satisfaction has remained at a steady rating during the previous years and has improved during 2021/22.

Graph 3 - Website satisfaction ratings: three-year comparison, 2019/20, 2020/21 and 2021/22



2.3 During 2021/22, the Customer Services Team continued to assess where content consistently performs below average of the overall customer web satisfaction. The reasons

customers visit our website vary greatly from service to service and it has been accepted that it will include visits related to a certain level of dissatisfaction due to the services we provide based on policy, particularly enforcement decisions we take. However, we continue to analyse which areas of the site could be improved given the feedback provided by our visitors to the site.

2.4 The following points provide information on developments to the ESCC website in 2021/22 that are relevant to improving customer experience.

2.4.1 Following the work completed during 2020/21 to meet our compliance of the Accessibility Regulations 2018, all teams have been encouraged to continue their oversight and maintenance of content to ensure visitors have the best and easiest customer experience when visiting the website. This includes monitoring content to ensure it's clear and fully accessible including webforms and published documents, and content is written in plain English.

2.4.2 Further efforts to meet accessibility standards continued in 2021/22 with the focus for staff on accessibility requirements of documents published on the ESCC website and microsites. This major review, led by Digital Services, saw a significant reduction of published documents on the website and our digital offer has been improved and customer journeys simplified.

2.4.3 Digital Services provided document accessibility training and made guidance available. A course designed for managers was also devised to improve oversight of teams' responsibilities in regard to document accessibility and covered the Council's web content management policies and best practices regarding digital content.

2.4.4 Digital Services, in collaboration with content owners across the Council, completed the migration of the ESCC website onto the new gov.uk style framework in April 2022. The new site design and management system improves our customers' experience providing a more up-to-date, clearer look and feel and has removed any accessibility issues to date.

2.4.5 During 2021/22, we began collecting feedback from customers that had completed two forms: [report a problem](#) on the highway and [apply for a school place](#). This has proven very popular with customers and more information is available below in section four of this report.

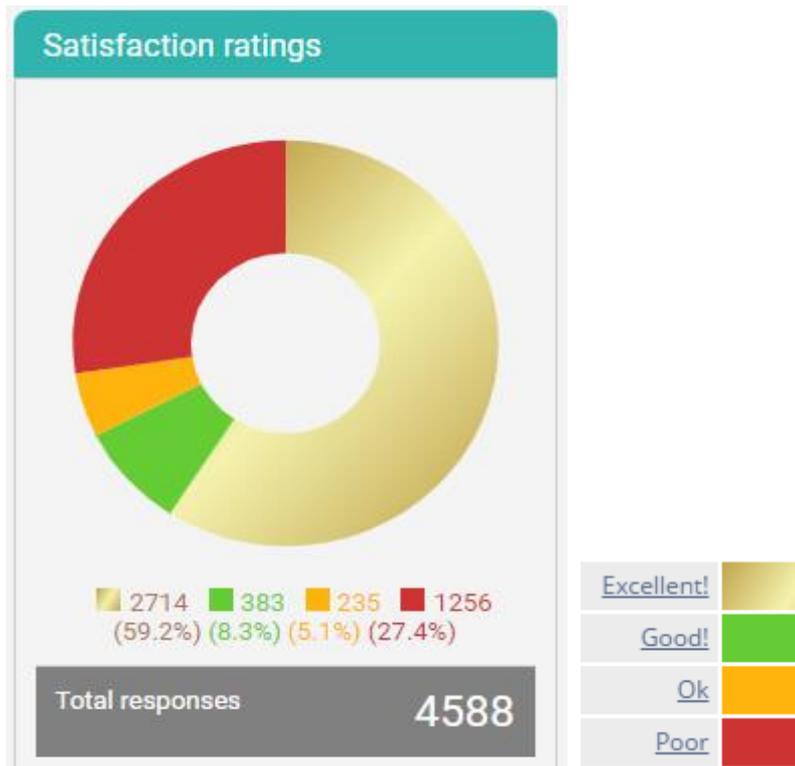
2.4.6 We continue to liaise with our partnered Councils and similar local authorities to gauge developments they are considering or implementing on their website, as well as their customer satisfaction ratings. Reassuringly, our customer satisfaction rating is comparatively high compared to the authorities we share such information with.

3.0 **Email feedback 2021/22**

3.1 Key takeaways:

- We received over 4,500 pieces of feedback, that is a 22% decrease compared to 2020/21.
- This notable decrease relates to the reconfiguration of one email survey to be categorised as a form survey. Further details regarding this are available in section four of this appendix.
- 14 teams are using the email feedback surveys, the same number as last year.
- Overall customer satisfaction rating for emails was 73%, five percentage points lower than in 2020/21. Similarly, to the impact upon the volume of feedback relating to emails, this is associated with the reconfiguration of an email survey, which received high levels of customer satisfaction, to a form survey.
- The largest volume of negative ratings regarding email correspondence continue to relate to services that engage with a more challenging customer base and subject matter than other services. These services are often defending the decision of the Council to either uphold an initial decision or to not take action regarding a reported issue or concern.
- On analysis of the comments provided by customers in response to emails, we find that dissatisfaction mainly relates to a decision or standpoint of the Council rather than the customer experience of the resident.
- However, comments provided with 'excellent' ratings regularly provide compliments about staff, congratulating them on their good customer service.

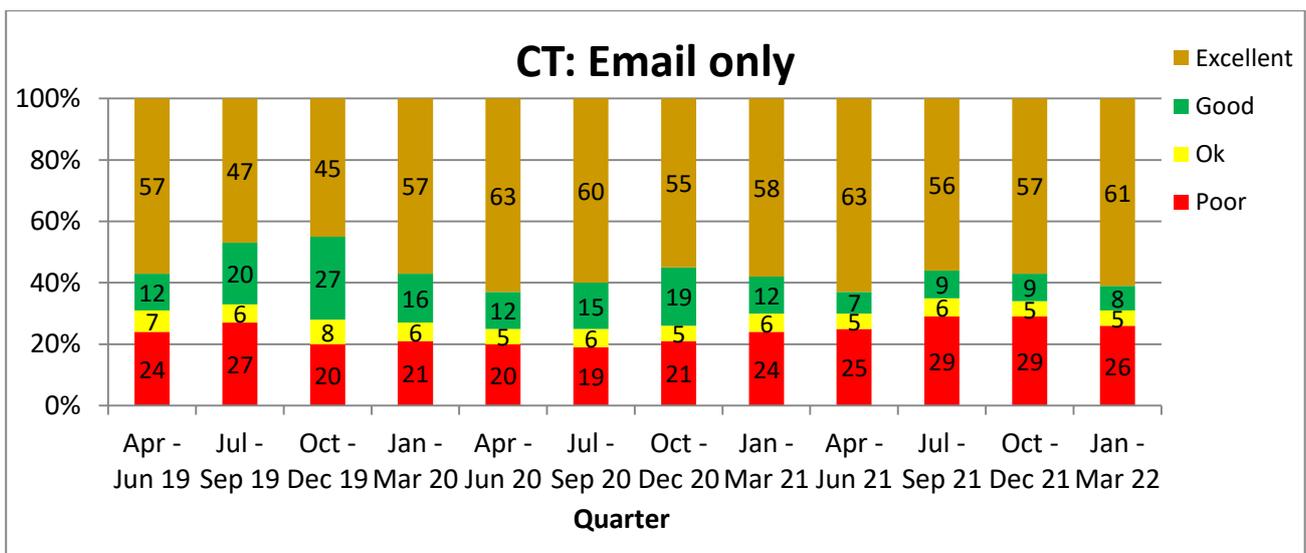
Graph 4 – Customer satisfaction ratings: Email, 2021/22



3.2 Throughout 2021/22, team managers continued to advise that receiving real-time customer insight assists the oversight of the quality of email correspondence. Comments left by customers provide managers with intelligence in relation to possible amendments to their service offer but also, critically, specific praise of a response and/or member of staff. This type of feedback is shared with teams and individuals and has a positive impact upon staff morale.

3.3 While the overall satisfaction rating for email feedback has reduced due to reconfiguration of the surveys, comparison of individual email surveys from 2020/21 and 2021/22 indicates consistent satisfaction ratings from year to year.

Graph 5 - Email satisfaction ratings: three-year comparison, 2019/20, 2020/21, and 2021/22



4.0 Form feedback 2021/22

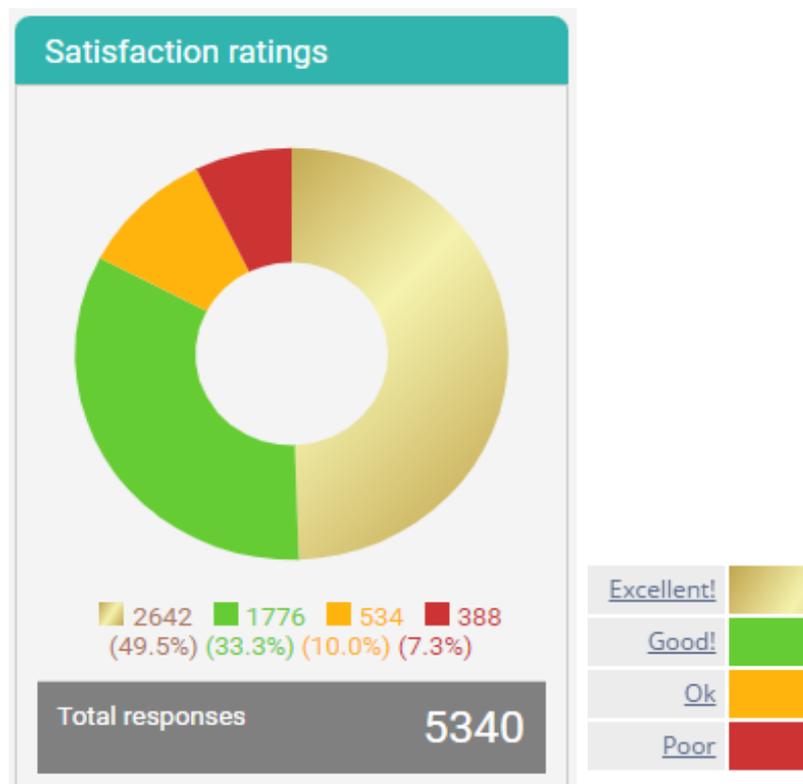
4.1. During the last quarter of 2020/21, collecting feedback from customers [reporting a problem on East Sussex Highways' \(ESH\)](#) website was trialled. Given the success of this trial in terms of volume and quality of feedback, this was made a permanent survey.

4.2. Following this development, it was agreed by the Board to explore whether other commonly used forms across the Council could capture customer feedback. An existing email survey related to the school admissions application process was reconfigured from June 2021 to collect feedback from customers who had completed the school application form.

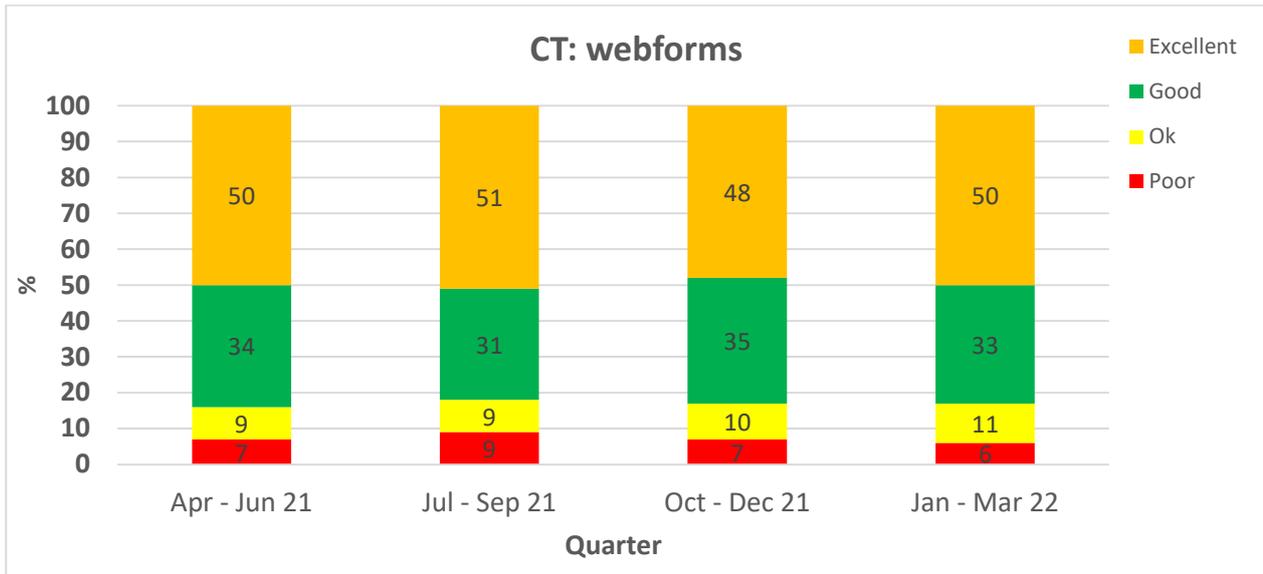
4.3. Ongoing analysis has been completed regarding commonly used forms completed by Adult Social Care and Health (ASC&H) customers. Due to a scheduled system upgrade, it was unlikely that collection of this feedback could begin until late 2022. However, due to the innovation of ASC&H Business Analyst Team, a solution has been found to collect feedback earlier than anticipated. Final testing has been completed and the collection of live customer feedback has begun from July 2022 on six different forms that sit within a customer facing portal.

4.4. Feedback captured during the last year has been overwhelmingly positive at an overall 93% satisfaction rating, as highlighted by graphs six and seven below. It is reassuring to have a consistently high level of customer satisfaction regarding important customer journeys. It is significant as it shows that customers are happy to use self-serve forms when they find them useful, easy and clear. It also indicates that the consideration of customer journey and the ease of use, at point of design of these forms, was appropriate. Comments attached to poor ratings are monitored, as they are with website and email feedback, and contribute to reviews of these forms' design. This will continue throughout 2022/23.

Graph 6 – Customer satisfaction ratings – Forms, 2021/22



Graph 7 – Form satisfaction ratings: 2021/22



5.0 Face to face feedback 2021/22

5.1 Due to the Covid-19 pandemic, we removed the feedback devices from locations they were previously installed in March 2020. Since the lift of restrictions in April 2022, feedback devices have been rebuilt and will be reinstalled at a number of Council buildings from August 2022.

6.0 Telephone feedback

6.1 During 2021/22, East Sussex Highways (ESH) remained the only service to continue collecting feedback by telephone. Although the numbers are low, they still find the telephone surveys valuable gauge, as part of a suite of measures that make up the customer satisfaction performance indicator for the Highways contract.

6.2 There were 392 customers who provided feedback during 2021/22, slightly lower than the previous year (480), and 70% of customers were satisfied with the service they had received. This is exactly the same rating as reported in 2020/21. The table below highlights customers satisfaction with different elements of their experience.

Table 1 – Telephone survey statistics: East Sussex Highways, 2021/22

Services	No. surveys answered	Overall satisfaction	Satisfaction with:			
			Time taken to respond	Helpfulness and politeness of staff	Fully understood your needs	Quality of information and advice given
Highways (CET)	392	70%	68%	79%	78%	72%

7.0 Customer Service Network

7.1 The Customer Services Network sessions in 2021/22 remained especially helpful to colleagues during the Council's response to the different stages of the pandemic. The group shared issues that have developed as the pandemic presented different customer needs and behaviours, as well as the methods they developed to remedy such difficulties. The Network also assisted the

sharing of lessons learned during the pandemic as well as the better use of technology to ensure to impact to our customers was minimised as the pandemic progressed.

7.2 The group had informative discussions on hybrid working and that staff are looking forward to the 'soft intelligence' gained when working in an office together. The group discussed the benefits of technology embedded, such as quick MS Teams chats and support from colleagues to quickly resolve or progress customer enquiries and complaints. CSN will continue to discuss hybrid working and staff are enthusiastic to share experiences and learn from other colleagues about tips and best practice approaches they find.

7.3. The meetings have also provided opportunity for council-wide developments to be highlighted to a broad spectrum of services. The most notable include updates from Digital Services highlighting the new ESCC website including improvements to accessibility and the Equalities Manager regarding changes to the Council's Equality Impact Assessment template.

8.0 Conclusions

8.1 In response to the pandemic and planning for the Council's hybrid working, gathering customer feedback, across different channels of engagement with our customers, has provided us and colleagues across Council services continued, valuable insight into our customers' opinions. Provision of our customer feedback is approaching five years and teams across the Council are able to review and implement required changes proficiently. Teams' familiarity with this method of feedback maximises the value of the feedback to aid colleagues and customers, where possible.

8.2 The increased quantity of customer feedback gathered during 2021/22 compared to 2020/21 provides a useful benchmark and added assurances that can help us to understand how customers view their interaction(s) with the Council. The service-specific type of feedback captured allows individual services to review their specific feedback while the analysis of all surveys we run provides a Council-wide overview. The latter has been especially helpful since start of 2020/21 due to ever-evolving customer service offer due to the pandemic.

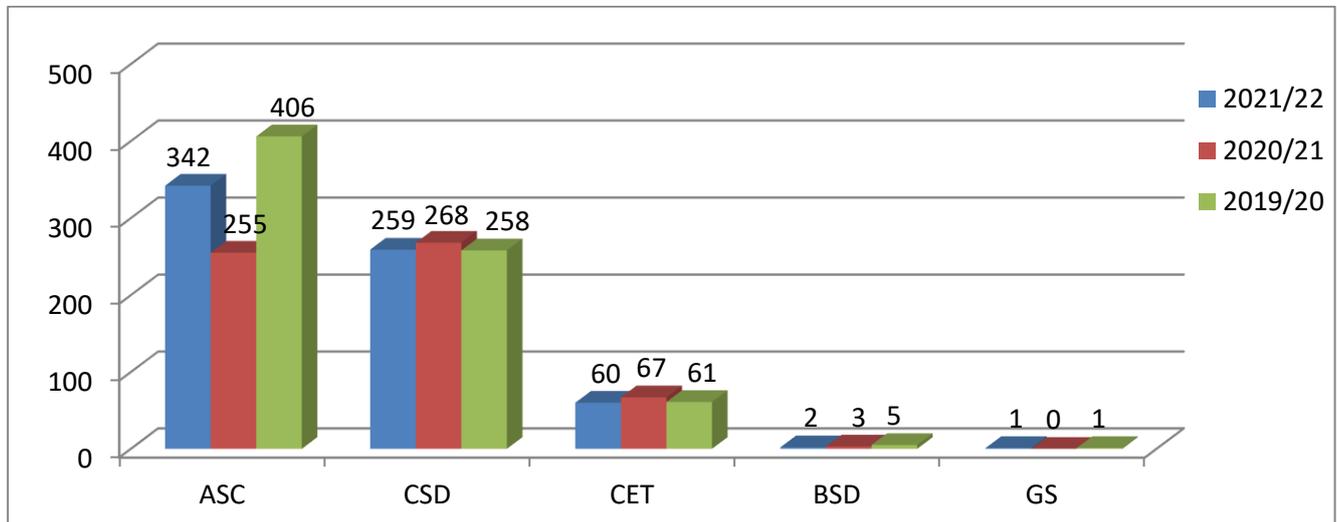
8.3 We will continue to increase the number of places where customers can provide feedback, where possible in order to meet our commitment to provide valuable information for evaluating and improving our services for customers.

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Appendix 2 Complaints and compliments by department 2021/22

1. Summary

1.1 ESCC received 664 complaints in total in 2021/22 compared to 593 complaints in 2020/21 which represents an increase of 12%. The increase is due to number of complaints increased in Adult Social Care from the lower number of complaints recorded in the pandemic. The following chart shows the number of complaints received in 2021/22 by department compared with 2020/21 and 2019/20. Please note comparisons of complaints and compliments between departments are not valid due to the nature of the different services provided by each department.



1.2 The following table presents the number of Local Government & Social Care Ombudsman (LGSCO) complaints for ESCC where decisions were made, and the percentages of upheld complaints compared to similar authorities for the last three years. The percentage of upheld complaints for ESCC is below the average of 71% for similar authorities.

Year	Investigated	Upheld	Not upheld	Not investigated	Total	ESCC uphold rate %	Average County Council uphold rate %
2021/22	38	25	13	51	89	66%	71%
2020/21	30	21	9	38	68	70%	71%
2019/20	38	20	18	62	100	53%	66%

1.3 For upheld complaints there were 40 remedies that ESCC carried out which were met with 100% satisfaction with compliance. The following is a breakdown of the remedies to provide:

- Apology (15)
- Financial Redress (12): avoidable distress / time (8), quantifiable loss (1), loss of service (3)
- New appeal, review or reconsidered decision (3)
- Procedure or policy review / change (5)
- Training and guidance (2)
- Services / Information / advice to person affected (2)
- Services/information to others affected (1)

2. Adult Social Care and Health

	Change	2021/22	2020/21	2019/20
Number of complaints received	↑ 34%	342	255	406
Number of complaints upheld/partially upheld	↑ 3%	146	102	159
Number of compliments	↑ 15%	950	823	1431

2.1 Summary

2.1.1 Adult Social Care recorded a total of 342 complaints during the reporting period, an increase of 34% from last year. We have seen an increase in complaints compared to the lower figures recorded during the pandemic. These have not reached pre-pandemic levels which were generally just over 400. The complexity of cases, which is defined by the number of services and organisations involved, has increased.

2.1.2 43% of complaints were upheld or partially upheld, an increase of 3% from last year. Similar to last year, the main areas of concern recorded across the department were delay or failure to do something, disagreement with decisions in relation to assessment outcomes, and disagreement with charges for services.

2.1.3 ASCH has continued to receive more compliments (950) about our services than complaints (342). The ratio per compliment to complaint is 2.8.

2.2 Action taken to improve the service

2.2.1 Adult Social Care continues to use learning points from complaints to improve services. We have developed a systematic approach to ensure all learning and action points are undertaken as identified. This has included working with Orbis colleagues to ensure debt recovery processes are initiated or reinstated when a complaint is upheld.

2.2.2 We have also continued to strengthen our complaints duty function to provide a person centred and resolution focussed approach, helping to resolve matters before going into the complaints process.

2.2.3 Actions taken by ASCH to improve services during 2021/22 include the following:

- A team dedicated to managing work of a self-neglect nature, has been instigated to ensure a robust, multi-agency response these situations in the future.
- A new check in our payment process was introduced to reduce the risk of fraud.
- A review was undertaken to ensure that providers are paid when an individual's return of a signed copy of a service agreement is delayed.
- ASCH staff will complete a self-assessment relating to inclusive behaviour with their line manager during the annual appraisal process, starting in June 2022. This will inform individual, team, and departmental, learning and development needs by helping us to understand our communities better and create a more inclusive environment for our staff.

2.3 Compliments

2.3.1 Compliments provide valuable information about the quality of our services and identify where they are working well. The sincere expressions of gratitude we have received show how much services are valued by the people who use them and their families and friends. This year people have particularly praised our Neighbourhood Support and Mental Health Teams, older peoples directly provided services and our Support with Confidence Scheme across the county.

2.4 Local Government & Social Care Ombudsman (LGSCO)

2.4.1 The table below sets out the LGSCO findings for complaints about ASCH.

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Advice given	Total
	Upheld	Not upheld					
2021/22	17	4	7	4	6		38
2020/21	10	6	6	2	4	1	29
2019/20	10	10	12	5	7		44

2.4.2 Further analysis for ASCH of the LGSCO complaints will be provided in the department's Annual Complaints Report. The report will be available later in the year and 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

	Change	2021/22	2020/21	2019/20
Number of complaints received	↓ 3%	259	268	258
Number of complaints upheld/partially upheld	↑ 4%	91	84	80
Number of compliments	↓ 3%	326	335	231

3.1 Summary

3.1.1 Children's Services received a total of 259 complaints during the reporting period, a decrease of 3% from last year. Complaints from adults on behalf of children reduced from 263 to 246, a decrease of 6.5%. The number of complaints from children and young people reduced from 7 to 1. In previous years, complaints from young people have related to domestic matters within children's homes. This reflects a general trend of issues being dealt with without a formal complaint being logged. In 2021/22, 35% of complaints were upheld/partially upheld, last year 31% of the complaints were upheld/partially upheld.

3.2 Action taken to improve the service

3.2.1 Children's Services continues to use the learning from complaints and how people contact us as a tool in improving the services offered by the department and in improving our digital offer through our website. We have continued to track key themes and complaint types to make enhancements to our call and complaint handling process.

3.2.2 Actions taken to improve services in 2021/22 include the following:

- **Social care practice** - We have noted an increase in complaints where a parent has objected to statements made by social workers in reports. Whilst it has been common practise to offer to add objections to the file, to ensure expectations were properly managed early, this process has been described in our complaints policy so that parents complaining can be reassured early that their disagreement can be properly recorded.
- Additionally, we have reviewed our policy and signposting information when there have been complaints about Section 7 court-ordered reports to ensure we are as clear and transparent as possible as to the most appropriate way for clients to challenge information that is contested.
- **Gathering consent from third parties** - We identified an issue with complaints received from adults on behalf of other adults whereby obtaining consent was proving complex and adding to the distress of the complaint.
- We reviewed the process and have introduced a simplified pathway which takes the customer through a simple workflow to obtain consent in the best way based on the customer's circumstances. For example, if a client has a printer and smart phone the workflow will take them down a route whereby the client prints, signs and photographs the form and ID documents before attaching them to the complaint. For clients who do not have the above technology, a printed form can be requested and posted to the client for them to complete and return.
- Given the highly sensitive and personal information that we process through the complaints process it is vital that we are only sharing with those people who have been formally authorised to act on behalf of other adults or older children.
- Within our ISEND service, greater consideration has been given to when older young people may need to give consent. It is not uncommon for young people with SEN and disabilities to be represented by their parents well into adulthood, so the approach has been implemented sensitively to allow for parents to continue to represent their child but in a way that involves and includes the young person.
- **Notifying parents of allegations** - An issue was identified whereby allegations made against parents were not communicated in a timely way when there was no further action to be taken. It was noted that this would cause distress and so our processes have been updated to ensure that

any allegation was communicated to parents, even if it was assessed as no further action being required.

- It is important to note that whilst the Data Protection Act 2018 brought in enhanced responsibilities on public bodies, there remain areas of work where consent is not required. However, that clients are notified of their personal information being processed, even if their consent is not needed. For example, within a safeguarding process, consent to undertake certain actions is not required however the individual concerned should be notified. This change to our process will not only ensure greater compliance with current legislation but will be more transparent to clients who are subject to social care involvement.

3.3 Compliments

3.3.1 The total number of compliments logged were 326 in 2021/22. This is 3% lower than the 335 compliments received in 2020/21. This small reduction is not unexpected as the total number of complaints has also reduced by the same amount. We continue 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 LGSCO findings for complaints about Children’s Services:

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Advice given	Total
	Upheld	Not upheld					
2021/22	8	9	11	2	7	1	38
2020/21	8	2	3	1	7	1	22
2019/20	10	6	10	3	14		43

3.4.2 There is further analysis of these complaints in the Children’s Services Annual Complaints Report. The report has been published on the council’s website: [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)

	Change	2021/22	2020/21	2019/20
Number of complaints received	↓7.5%	62	67	61
Number of complaints upheld/partially upheld	↓ 13%	18	28	22
Number of compliments	↓ 16%	430	510	516

4.1 Summary

4.1.1 There were 62 complaints received in CET in 2021/22 compared to 67 complaints in 2020/21, and 61 in 2019/20. Although 2021/22 continued to see changes in how services were delivered to the public due to the Covid-19 response and some services received high influxes of enquiries from customers regarding changes to services, there has been no impact on the number of complaints received in 2021/22 for CET. The number of complaints continue to be low, and this reflects how successful staff have been in effectively managing a huge number of enquiries, challenges, and informal complaints from customers.

4.1.2 In 2021/22, roughly half of the complaints for CET were in relation to customers voicing dissatisfaction with decisions and delivery of services based on Council policy, a trend which remains

year on year. Of these, none were fully or partly upheld. There were 18 fully or partly upheld complaints which was 29% of complaints received in 2021/22, a 13% decrease from the last year.

4.2 Action taken to improve the service

4.2.1 Actions taken to improve services in 2021/22 include the following:

4.2.2 Just under half of the fully or partly upheld complaints were in relation to poor communication. This is a common theme for our complaints and potentially avoidable and a high level of scope to get things right for customers. We continually monitor communications issues in order to identify where we can improve the customer experience and effectiveness of service delivery. To remedy these complaints, apologies were given and clear and full responses provided. Improvements were made by providing staff training on improving communications with customers and ensuring appropriate handover and cover for staff annual leave.

4.2.3 Just over half of the complaints fully or partly upheld were regarding the poor quality of work or services in 2021/22. These covered administrative and processing errors and mishandling of communications and procedures. In all cases, apologies and further responses were given, and where possible, mistakes were corrected. Improvements to service delivery were made by further staff training on business procedures and processes, improving communications and information provided to customers, and resolving queries from customers.

4.2.4 Work continued in 2021/22 to address the increase of persistent complainants who contact services directly and / or the CET Directorate multiple times about the same or slightly altered queries. Improvements were made for some services handling high volume of enquiries by streamlining administrative processes and responding more efficiently and providing simpler contact points for the customer to contact the service.

4.2.5 Standard paragraphs for responses to customers were also reviewed, focusing on reducing content, using Plain English, and reviewing technical content, all improving the readability and accessibility. The improved standard paragraphs will improve the customer experience and it is hoped they will reduce the scope of customers coming back for additional clarity.

4.3 Compliments

4.3.1 There were 430 compliments logged in CET in 2021/22, compared to 510 compliments in 2020/21. Compliment numbers overall continue to be high, which indicates that staff continue to deliver high quality services and show their commitment to customers. This year almost half of the compliments were about the quality of service, which showed their gratitude to the staff for the services they provided.

4.3.2 There is often a fluctuation in numbers of compliments received due to factors such as events, promotions, or particular works taking place. Although the number has decreased this year, it shows a great result given that some services were closed or reduced to the public for significant amounts of time during this year, due to Covid-19 lockdown requirements.

4.4 Local Government & Social Care Ombudsman

4.4.1 The table below sets out the LGSCO findings for complaints about CET. No complaints in relation to CET, where decisions were made in 2021/22, were investigated. The total number of complaints where decisions were made remain similar to previous years.

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Total
	Upheld	Not upheld				
2021/22	0	0	8	1	1	10
2020/21	2	1	7		3	13
2019/20	0	2	2	1	5	10

5. Business Services

	Change	2021/22	2020/21	2019/20
Number of complaints received	↓33%	2	3	5
Number of complaints upheld/partially upheld	-	1	1	2
Number of compliments	n/a	n/a	26	1

5.1 Summary

5.1.1 There were two formal complaints for Business Services in 2021/22, which one was upheld due to lack of communications with the customer. An apology was given, and the service provision provided. There were no themes to draw out from this small number of complaints.

5.2 Compliments

5.2.1 No compliments from external, individual customers were reported on departmentally for Business Services in 2021/22.

5.3 Local Government & Social Care Ombudsman

5.3.1 The table below sets out the LGSCO findings for complaints about Business Services. There were no investigated complaints in 2021/22 out of the complaints where decisions were made.

Year	Investigations		Closed after initial enquiries	Invalid/incomplete	Referred back	Total
	Upheld	Not upheld				
2021/22			3			3
2020/21	1		1			2
2019/20						0

6. Governance Services

	2021/22	2020/21	2019/20	Change
Number of complaints received	1	0	1	-
Number of complaints upheld/partially upheld	0	0	0	-
Number of compliments	n/a	n/a	n/a	-

6.1 Summary

6.1.1 There was one complaint logged for Governance Services in 2021/22, which was not upheld.

6.2 Compliments

6.2.1 No compliments were recorded in 2021/22.

6.3 Local Government & Social Care Ombudsman

6.3.1 There were no LGSCO complaints investigated about Governance Services in 2021/22.

7. Chief Executive's Office

7.1 Customers often address their complaints to the Chief Executive (CE) or Leader and so they 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 form part of their figures and analysis.

20 July 2022

By email

Ms Shaw
Chief Executive
East Sussex County Council

Dear Ms Shaw

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your

Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Your organisation's performance

It has been brought to my attention there were several occasions during the year that our investigations were delayed by your Council's failure to respond in a timely way to our requests for information. Even where deadline extensions were agreed, there were instances where your Council failed to respond on time. I ask your Council to reflect on its practices and take the necessary steps to improve its liaison with my office in the current year. If there is any support my office can provide to help improve the situation, please do let me know.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

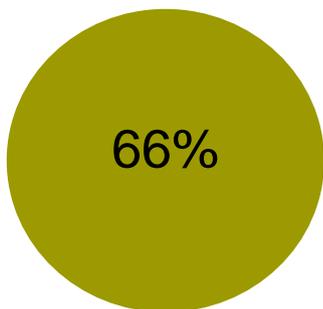
An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



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

Complaints upheld



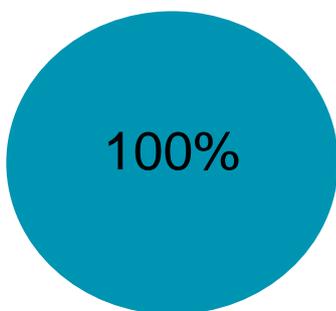
66% of complaints we investigated were upheld.

This compares to an average of **71%** in similar organisations.

25
upheld decisions

Statistics are based on a total of **38** investigations for the period between 1 April 2021 to 31 March 2022

Compliance with Ombudsman recommendations



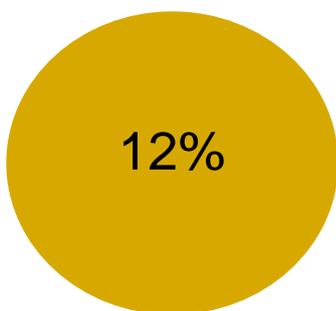
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

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

Statistics are based on a total of **18** compliance outcomes for the period between 1 April 2021 to 31 March 2022

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

Satisfactory remedy provided by the organisation



In **12%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **8%** in similar organisations.

3
satisfactory remedy decisions

Statistics are based on a total of **25** upheld decisions for the period between 1 April 2021 to 31 March 2022

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1.0 Internal reviews of formal information requests

1.1 Complaints regarding the final responses to Freedom of Information (FOI) and Environmental Information Regulations (EIR) Requests have their own procedure as an internal review carried out by Legal Services. For Data Protection subject access requests (SARs), the Customer Services Team (CST) reviews and responds if the customer remains dissatisfied and asks for legal support if it is particularly complex. For Data Protection related matters, customers can complain to the Council's Data Protection Officer if they remain unhappy. For all types of information requests, there is the option to complain to the Information Commissioner's Office if the customer remains dissatisfied.

1.2 In 2021/22, we received six requests for internal reviews, which is the same trend as previous years, with seven received in both 2020/21 and 2019/20. Out of the six internal reviews, Legal Services found fault with four requests, no fault with one, and one internal review is still being completed. For the four where fault was found, customers were provided further information held by the Council for all four requests. CST and Legal Services continue to work closely to identify where improvements can be made irrespective of complaints. With support provided by Legal Services we continue to aim to improve the robustness, but also the helpfulness, of our responses to requesters.

2.0 Complaints to the Information Commissioner's Office (ICO)

2.1 In 2021/22, the ICO changed its approach to complaints made from the public and handles them more informally. The ICO first serves an Information Notice to the Council requesting it review the complaint and try to resolve. The Council received five information notices regarding formal information requests in 2021/22. This is compared to one formal complaint from the ICO in 2020/21 and four formal complaints in 2019/20.

2.2 All five information notices received by the Council all were resolved and no further action by the ICO was needed. The resolutions entailed:

- Advising a customer of a privacy notice and explaining why their information had been shared with colleagues in an ESCC contractor.
- Three FOI requests had exceeded the statutory deadline of 20 working days. ICO mandated that we reply within 10 working days. All responses were issued within the time limit.
- A customer complained that they had not been given access to their information. A subject access request was logged.

2.2 There are various reasons why the ICO may contact the Council. These are no longer solely about the information requests we receive. ICO also contacts the Council regarding complaints it receives in relation to any data protection concern including potential data security incidents. The ICO initially takes an informal approach and raises any concerns on behalf of a customer about their personal data. ICO will ask us to investigate and take ownership in the first instance and to report back to the ICO how we remedied the situation directly with the customer. Sometimes communication takes place directly with a service or mostly in contact with our Data Protection Officer. Some of the reasons the ICO contact us do not fall under this annual report. However, where contact from the ICO is relevant to this report, it has been included.

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Report to: Governance Committee

Date of meeting: 29 September 2022

By: Chief Operating Officer

Title: Amendment to Constitution – Scheme of Delegation to Officers

Purpose: To consider proposed changes to the Council’s Constitution.

RECOMMENDATIONS

To recommend the County Council approve the amendments to the Scheme of Delegation to Officers set out in Appendices 1 and 2 of the report.

1. Background

1.1. The County Council’s Scheme of Delegation provides the Chief Operating Officer, with authority to perform several functions and make certain decisions across the range of services that make up the directorate. These functions include provision for Property Service activities within specified limitations.

2. Supporting information

2.1 A number of revisions that help modernise and revise the Scheme of Delegation to Officers in relation to Property Services are detailed in Appendices 1 & 2 of the report. Appendix 1 highlights the proposed amendments via tracked changes and Appendix 2 summarises the proposed amendments in a table.

2.2 The Scheme of Delegation allows for a grant of leases to secure rental income, and it is proposed that the threshold for delegation to officers be revised. To provide certainty for ESCC as a landlord as well as commercial organisations and community groups as the tenants, it is proposed to increase the authorisation to grant leases to a third party from 14 years to 21 years.

2.3 As rental levels have increased over the years, it is proposed to increase the threshold to allow most commercial lettings to be undertaken under delegated powers to officers. The thresholds for delegations in relation to property transactions have not been revised since 1992. Therefore, using inflation indices, a rental level in 1992 at £25,000 per annum would now be circa £45,000 per annum in 2022. This has informed the proposed amendment to the Scheme of Delegations to seek changes to £50,000 per annum. There are relatively few lettings per annum, and it is anticipated it would be 3-5 property transactions per year that fall into the bracket of £25,000 to £50,000 per annum income or letting. Any lettings above the revised threshold of £50,000 would be referred to the Lead Member Resources and Climate Change for approval.

2.4 For any property transaction being let under delegated authority, there is a robust approval system in place. The lead internal surveyor produces a report. This report, together with the Heads of Terms and appropriate background information form the delegated approval papers. The surveyor signs the approval form, before presenting the papers to the Estates & Disposal Manager for approval. Final approval is then given by the Assistant Director of Property, who is a Chartered Surveyor and member of the Royal Institution of Chartered Surveyors. If the property is directorate specific, the relevant Director within the service is also required to sign the approval form before a pack is collated in the formal instruction to Legal Services.

- 2.5 In relation, to the Council's disposal of assets, it is intended to keep the thresholds at the same level. The Council does occasionally dispose of small strips of land or garden land which have a low value. However, the significant disposals are assets that are marketed and when offers are analysed, these are subject to a Lead Member report, where key stakeholders including the Chief Operating Officer and Chief Finance Officer will have management oversight of the open and exempt reports plus any confidential appendices.
- 2.6 The Council's management of its operational, commercial and non-operational properties has evolved and there is some slightly revised wording proposed to add clarity and to reflect the modern asset management of the county council property portfolio.

3. Conclusion and reason for recommendations

- 3.1 It is considered that the additions and amendments proposed to the Scheme of Delegations, are necessary for the County Council to effectively respond to legislative and policy changes and do not undermine the democratic accountability of the Council. Some of the amendments will aid in the ability for decisions to be taken in an efficient and timely manner, which is considered particularly important where deadlines need to be met for certain actions to be undertaken.

ROS PARKER
Chief Operating Officer

Contact Officer: Nigel Brown

Tel. No. 07394 410630

Email: nigel.brown@eastsussex.gov.uk

Table 6

Scheme of Delegations to Officers

Delegation of Powers to Chief Executive and all Directors

B. Land and Property

1.
 - (a) To authorise the granting, determination or obtaining of easements, wayleaves and licences (Including agreements for the seasonal use of agricultural land) over or in respect of land held for or required for the purposes of the County Council, including approval of the terms of the transaction. This power shall not be exercised, except in the case of land used or required for a public highway, without first taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Assistant Chief Executive and the Chief Operating Officer which will include provision to comply with corporate property requirements.
 - (b) After taking appropriate professional advice, as set out in (a) above, to approve the terms of any transaction as described in (a) above.
2. After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Assistant Chief Executive and the Chief Operating Officer which will include provision to comply with corporate property requirements:
 - (a) to authorise the sale or leasing of land to statutory undertakers for the purposes of their statutory functions;
 - (b) subject to financial provision existing and the net rent not exceeding £~~2550~~,000 per annum, to authorise the taking of a lease, ~~or~~ tenancy or licence of land or buildings and to authorise the determination of such a lease, ~~or~~ tenancy or licence;
 - ~~(c)~~ to authorise the granting of a lease or tenancy of land and buildings and all associated documents (including a Commercial Transfer Agreement) in relation to the formation of new or expanded school/ educational facilities (including but not exclusive to Academies, Trusts and Free Schools) and to authorise the determination of such a lease or tenancy or associated agreement;
 - ~~(d)~~ to authorise the granting and termination of leases and licences for a period not exceeding 14 years of premises held for staff accommodation or premises or land not immediately required for County Council purposes;

(d) to authorise the granting of a lease, tenancy or licence of land or buildings for a period not exceeding 21 years and to authorise the determination of such a lease, tenancy or licence;

(e) to hire or hire out or authorise the use of buildings or facilities held or required for the purposes of the County Council; and

(f) to grant consent:

(i) to the underletting or assignment of any lease or tenancy of land under the control of the County Council;

(ii) under restrictive covenants the benefits of which are vested in the County Council;

(iii) for the modification of a covenant, title restriction or encumbrance or an overage provision.

3. Following consultation with the Lead Cabinet Member for Resources and Climate Change and the Cabinet Member responsible for the service concerned: (1) in cases of urgency to approve the acquisition of any interest in land required for the purposes of the Council; and (2) subject to Financial Regulations, to approve on behalf of the Council the price or other consideration for the acquisition of any interest in land, after taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer. (Refer to paragraph 4 below if acquisition cost is below £100,000).

4. After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer and having consulted the Chief Operating Officer, to approve the terms of any land acquisition where the payment to the other party does not exceed £100,000 (in the case of a lump sum payment) or £2550,000 per annum (in respect of an annual rental) (subject to financial provision existing), and to maintain a register of all such transactions which should be available for inspection by members. (Refer to paragraph 3 above if acquisition is above £100,000).

5. After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the County Council which will include provision to comply with corporate property requirements:

(a) to authorise land to be declared surplus where the area of land does not exceed 0.2 hectare (0.494 acre);

(b) to approve dedications of land; and

- (c) to authorise the acquisition of land for operational purposes up to an area of 0.2 hectare (0.494 acre) subject to there being provision within approved capital or revenue budgets.
6. After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer to authorise the payment of appropriate disturbance costs and a sum equal to a home loss payment on the acquisition of properties purchased in advance of the confirmation of a compulsory purchase order.
 7. After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer and after consulting the relevant Cabinet members (if the proposed terms are less than the market value) to approve the terms of lettings to charitable organisations.
 8. After consultation with the Chief Executive to authorise the service of counter notices to blight notices.
 9. To seek planning permission under regulation 3 of the Town and Country Planning General Regulations 1992.
 10. To be responsible for the client functions covered by Service Level Agreements as set out below, these functions to be exercised in accordance with guidelines which may from time to time be laid down:

Commissioning professional property services:

- preparing and agreeing tender lists for competitively procured professional services;
- preparation of tender documentation;
- tender evaluation;
- establishing and reviewing quality thresholds;
- resolving technical problems, disputes and queries;
- performance monitoring;
- processing applications for payment of professional services;
- review of systems of delivery.

Service Department Client Functions

- preparation and holding of budgets for capital projects;
 - commissioning client agent in accordance with corporate policy;
 - preparation of client project design standards;
 - agree final selection of consultants;
 - approval of contract terms i.e. timescales/budgets;
 - accept handover and organise occupation.
11. To take, and to give approval to take, all lawful steps to take, recover and retain possession of County Council land and property, to secure at all

times that trespassers do not enter on to such land and to remove trespassers from such land; and to engage in any lawful activities in connection therewith.

C. Personnel-Human Resources

Where appropriate the following delegations to the Chief Executive and Directors are qualified by the appropriate section(s) of the Personnel-Human Resources Scheme of Delegations and HR Policies and Procedures.

1. Within the approved financial estimates of the department concerned to set the staffing complement and to appoint employees to all posts other than those reserved for elected member appointment and to approve starting salaries.
2. In accordance with national and/or local agreements and/or policy and criteria approved by the County Council to set terms and conditions of employment of staff and, provided the estimates of the department or for the project concerned are not thereby exceeded, to accelerate the incremental position of any employee whose post is not reserved for elected member appointment, provided the maximum of the grade for the post is not exceeded
3. Provided that the cost can be met from within the approved training estimates (a) to arrange and approve the training of employees in accordance with the County Council's post entry scheme of training, training policy and practice; and (b) to approve the attendance of officers at professional conferences.
4. In accordance with the policy of the County Council and, where appropriate, after taking medical advice:
 - (a) to extend an employee's period of sick leave on full pay or half pay for a maximum period not exceeding three months;
 - (b) to vary the requirement to return to duty for a minimum period of five months following maternity leave.
5. To allow an employee to return to work on a part-time basis on full pay for up to two months, provided medical advice is sought and it will contribute positively to the employee's eventual return to full duty.
6. In accordance with the policy of the County Council to authorise:
 - (a) special leave, paid and/or unpaid, to include special leave for trade union activities;
 - (b) extended maternity leave without pay;
 - (c) compassionate leave for up to two weeks;
 - (d) officers on or above Spinal Column Point 23 on the Single Status Scheme to engage in other business or take up additional appointments;

- (e) an employee to use their private vehicle on official business;
- (f) approval of applications for loans to employees in accordance with the Employee Loans Policy;
- (g) applications to participate in the lease car scheme from officers travelling over 3,500 miles but less than 4,000 miles per annum on official business in cases where there is a range of similar posts carrying out similar duties and average business miles in the group of posts is 4,000 miles or more but mileage variations exist due to geographical or other factors;
- (h) in respect of participation in the lease car scheme, a higher threshold than 4,000 miles on official business per annum being applied in respect of his or her department if departmental circumstances make that necessary;
- (i) within guidelines developed by the Chief Executive, to reduce lease car user contributions by 25% or 50% within the general scheme as a recruitment and retention incentive for individual or groups of posts where labour wastage is detracting from operational efficiency on the basis that departments will meet any additional costs from within existing budgets;
- (j) to agree to the payment of a relocation allowance above the maximum figure in the relocation scheme in appropriate circumstances after consultation with the Chair of the Governance Committee and the Leaders of the other Groups.
- (k) extensions of the time limit for making claims under the Relocation Grant Scheme;
- (l) in circumstances in which the County Council could normally be expected to assume some responsibility, ex gratia payments to staff up to a maximum of £1000. Ex gratia payments above £1000 and not exceeding £10,000 may be authorised by the Chief Officer after consultation with the Chief Finance Officer and Assistant Chief Executive. (The degree of negligence on the part of the claimant will be taken into account in assessing the payment). Payments in excess of £10,000 to be authorised by the Lead Member for Resources and Climate Change;
- (m) honoraria payments for special merit up to £1000;
- (n) honoraria payments to staff who temporarily undertake additional duties or responsibilities in accordance with the scheme for the time being in force;

- (o) planned overtime for staff on or above Spinal Column Point 23 on the Single Status Scheme;
 - (p) the amount of sickness allowance to be discounted following an award to an employee by the Criminal Injuries Compensation Board;
 - (q) in special cases, variations in the normal repayment provisions relating to:
 - (i) training expenses where the employee leaves within two years of completing a course of study;
 - (ii) relocation expenses where the employee leaves within the period stated in the scheme in consultation with the Chief Operating Officer;
 - (r) the dismissal of unsatisfactory probationary employees;
 - (s) in special cases, salary and/or service condition protection to employees redeployed for reasons other than redundancy or re-organisation.
7. To accredit trade union representatives and safety representatives appointed by the recognised trade unions in accordance with the agreement for 'Recognition of and Facilities for Union and Safety Representatives'.
8. To authorise increases to locally agreed departmental special payments and allowances to reflect movement in the relevant cost of living/wage award as appropriate.
9. To dismiss staff in accordance with the County Council's disciplinary and other procedures.
10. (a) To grade all posts below LMG Band 1 where the skill requirement is confined to that department.
- (b) In agreement with the Chief Executive to grade all other posts in this group.
11. In relation to in-house provider posts below general manager/consultancy manager level (i) to enable an in-house provider to fulfil a contract within the terms of the tender award; or (ii) as a result of the loss of, or variation in the terms of, a contract:
- (a) to increase the number of posts within an in-house provider, provided that where the variation is beyond that set out in the business plan the Chief Operating Officer is satisfied that the

revised employment costs can be met from income and that, where appropriate, the statutory rate of return can still be achieved;

- (b) to reduce the number of posts within an in-house provider, by redundancy if necessary;
- (c) to set the pay and conditions of service on which staff in the in-house providers are employed and to vary those pay rates and conditions of service.

The employment policies adopted for the in-house providers shall be followed in achieving any reductions in the number of posts or in making any variations in the pay and conditions of service on which staff are employed.

3. Delegations to Particular Officers

B. Chief Operating Officer

Finance

1. To implement decisions of National Negotiating Bodies affecting employees, except insofar as such decisions give discretionary powers to employing authorities.

Corporate Property Functions

2. To undertake corporate property reviews.
3. To develop policies, and set and monitor corporate standards to achieve the policies in relation to:
 - land acquisition;
 - new build and maintenance;

and to ensure corporate mechanisms are in place to achieve this role.

4. To provide Health and Safety advice and guidance in respect of property matters.
5. To provide and maintain the County Council's terrier and other corporate property information.
6. To provide property advice to the County Council on corporate functions including the following client agent functions in relation to corporate property responsibilities:
 - property services input to property reviews and property audits;
 - asset valuations;
 - advice on the mix between temporary/permanent and freehold/leasehold accommodation;
 - property and land acquisition and disposal service.

7. To prepare and maintain approved lists of works consultants and contractors.

Other Property Matters

8. To declare surplus to County Council requirements and to authorise the disposal of small areas of surplus land where:

- (a) no alternative form of development is considered possible and;
 - ~~(b) the adjoining owner is the only likely purchaser; and~~
 - (eb) the area of land is less than 0.2 hectares (0.494 acres).
9. To authorise the disposal of surplus houses-land, buildings and chattels in accordance with the policy set by the Council.
 10. To authorise the temporary occupation of a property (for a maximum period of 12 months) where a staff tenancy terminates for any reason other than retirement or death of the employee.
 11. To approve the terms of any land disposal where the payment from the other party does not exceed £250,000 (in the case of a lump sum payment) or £2550,000 per annum (in respect of an annual rental), and to maintain a register of all such transactions, to be available for inspection by members.
 12. After consultation with the Lead Cabinet Member for Resources and Climate Change (subject to Financial Regulations) to approve on behalf of the Council the sale price or other consideration for the disposal of any interest in land, above the limit set in paragraph 12 above.
 13. To seek planning permission under Regulation 4 of the Town and Country Planning General Regulations 1992.

Reference	Original text	Revised text	Rationale for amendment
2. Delegations to Chief Executive and all Directors B. Land and Property Paragraph 2. b) and c) Now Paragraph 2. b)	Subject to financial provision existing and the net rent not exceeding £25,000 per annum, to authorise the taking of a lease or tenancy of land or buildings; to authorise the determination of such a lease or tenancy;	subject to financial provision existing and the net rent not exceeding £50,000 per annum, to authorise the taking of a lease, tenancy or licence of land or buildings and to authorise the determination of such lease, tenancy or licence.	Increased in line with the de-valuing of the pound since 1992. To incorporate the taking and determination of licences where ESCC is acting as a tenant.
2. Delegations to Chief Executive and all Directors B. Land and Property *New* Paragraph 2. c)		to authorise the granting of a lease or tenancy of land and buildings and all associated documents (including a Commercial Transfer Agreement) in relation to the formation of new or expanded school/ educational facilities (including but not exclusive to Academies, Trusts and Free Schools) and to authorise the determination of such a lease or tenancy or associated agreement;	To ensure that business as usual property transactions can continue for newer types of schools established in more recent years.
2. Delegations to Chief Executive and all Directors B. Land and Property Paragraph 2. d)	to authorise the granting and termination of leases and licences for a period not exceeding 14 years of premises held for staff accommodation or premises or land not immediately required for County Council purposes;	Delete	No longer applicable.
2. Delegations to Chief Executive and all Directors B. Land and Property *New* Paragraph 2. d)		to authorise the granting of a lease, tenancy or licence of land or buildings for a period not exceeding 21 years and to authorise the determination of such a lease, tenancy or licence;	New clearer wording that is more applicable to the portfolio.
2. Delegations to Chief Executive and all Directors B. Land and Property Paragraph 2. f) (now paragraph h) *New* iii)		for the modification of a covenant, title restriction or encumbrance or an overage provision.	These aspects were not effectively defined / represented in the existing drafting.
2. Delegations to Chief Executive and all Directors B. Land and Property Paragraph 4	After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer and having consulted the Chief Operating Officer, to approve the terms of any land acquisition where the payment to the other party does not exceed £100,000	After taking appropriate professional advice in accordance with guidelines which may from time to time be laid down by the Chief Executive and the Chief Operating Officer and having consulted the Chief Operating Officer, to approve the terms of any land acquisition where the payment to the other party does not exceed £100,000	Increased in line with the de-valuing of the pound since 1992.

	(in the case of a lump sum payment) or £25,000 per annum (in respect of an annual rental) (subject to financial provision existing), and to maintain a register of all such transactions which should be available for inspection by members. (Refer to paragraph 3 above if acquisition is above £100,000).	(in the case of a lump sum payment) or £50,000 per annum (in respect of an annual rental) (subject to financial provision existing), and to maintain a register of all such transactions which should be available for inspection by members. (Refer to paragraph 3 above if acquisition is above £100,000).	
2. Delegations to Chief Executive and all Directors C. Personnel	Personnel	Human Resources	To update "Personnel" with "Human Resources" in line with current terminology used throughout ESCC.
3. Chief Operating Officer Other Property Matters Paragraph 8. b)	To declare surplus to County Council requirements and to authorise the disposal of small areas of surplus land where:- a) no alternative form of development is considered possible; b) the adjoining owner is the only likely purchaser, and c) the area of land is less than 0.2 hectares (0.494 acres).	b) the adjoining owner is the only likely purchaser, and Delete this point	Delete this point because very small parcels of land may be auctioned.
3. Chief Operating Officer Other Property Matters Paragraph 9	To authorise the disposal of surplus houses in accordance with the policy set by the Council	To authorise the disposal of surplus land, buildings and chattels in accordance with the policy set by the Council	Further clarify on all property and items often left in vacant premises. The revision offers Property additional authority to dispose and where possible obtain value for chattels.
3. Chief Operating Officer Other Property Matters Paragraph 11	To approve the terms of any land disposal where the payment from the other party does not exceed £250,000 (in the case of a lump sum payment) or £25,000 per annum (in respect of an annual rental), and to maintain a register of all such transactions to be available for inspection by members.	To approve the terms of any land disposal where the payment from the other party does not exceed £250,000 (in the case of a lump sum payment) or £50,000 per annum (in respect of an annual rental), and to maintain a register of all such transactions to be available for inspection by members.	Increased in line with the de-valuing of the pound since 1992.

Report to:	Governance Committee
Date of meeting:	29 September 2022
By:	Assistant Chief Executive
Title:	Quarterly Scrutiny Update
Purpose:	To provide an overview of scrutiny activity being undertaken by the People, Place and Health Overview Scrutiny Committees and an update on the work of the Audit Committee.

RECOMMENDATIONS: The Committee is recommended to note the updates on scrutiny and Audit Committee activity and the current work programmes at appendices 1-4.

1 Background

1.1 These regular quarterly reports aim to provide the committee with a summary of scrutiny activity across the People, Place and Health Overview Scrutiny Committees and the work of the Audit Committee to support the visibility to all Members of the wide range of work being undertaken by the scrutiny and Audit committees.

1.2 This report outlines developments since the last update in June, particularly from the committee meetings held during late June and July. The current work programmes for the committees, updated following the recent meetings, are attached at appendices 1-4. An overview of planned scrutiny review and Reference Group activity over the coming months across the three scrutiny committees is attached at appendix 5.

1.3 Two further Member training sessions designed to support the effectiveness of the Council's scrutiny activity will be delivered during the autumn. A scrutiny leadership workshop is being arranged for Chairs and Vice-Chairs to consider effective strategic leadership of the scrutiny work programme. Questioning skills training will be offered to all Members to expand on the initial consideration of this at the 'Effective Scrutiny' sessions delivered in February.

2 People Scrutiny Committee

Recent work

2.1 The **Committee** met on 22 July 2022 to consider:

- A presentation from the Assistant Director Education on the national reforms to education outlined in the Government's 'Opportunity for all: strong schools with great teachers for your child' White Paper, and how the County Council was responding to the reforms with partners in the local education system. The Committee asked a range of questions to better understand the expected impact of the reforms, including on: the Council's approach to improving school attendance, the length of the school week, inclusion, Council services to schools, alternative provision and the Council's approach to shaping capacity in the local education system.
- A report on handling and learning from complaints, enquiries and feedback in ASCH. The Committee asked questions to better understand the complaints figures shared, the reasons for the rising complexity in complaints, response time, and how unreasonable complaints are handled. Use of language in communications with residents was also discussed.
- Reconciling Policy, Performance and Resources (RPPR) update – the Committee considered relevant parts of the quarter 4 (end of year) monitoring report and the State of the County report which together provided an overview of performance achievements and

challenges, and forthcoming developments, for the services within the committee's remit. The Committee was able to ensure that key areas of interest were reflected in its work programme and to identify areas for further consideration at the annual work planning awayday in September. Members also discussed and commented on the proposed criteria for assessing one-off investment proposals and established an RPPR Board to consider draft Portfolio Plans and the developing Medium Term Financial Plan later in the year.

- Work programme update – the Committee considered feedback from scrutiny activity undertaken since the March Committee, agreed the updated work programme, and agreed to proceed with three new scrutiny reviews (set out in further detail in section 2.4 below).

2.2 On 8 July the Committee received a briefing presentation from the Children's Services Department on demand for, and arrangements for provision of, Special Educational Needs and Disability (SEND) support in East Sussex; implications of the SEND and Alternative Provision Green Paper, and ESCC's proposed response. Members asked a number of questions to understand current challenges in the SEND system and how the proposed reforms might help address those. Members welcomed the proposed consultation response.

Future work

2.3 The Committee's current work programme (attached at appendix 1) includes a range of committee items, scrutiny review topics, briefings and ongoing Reference Groups.

Scrutiny Reviews

2.4 The Committee's programme of scrutiny reviews is developing as follows:

<p>Use of technology and digital in Adult Social Care</p>	<p>The Committee held a scoping meeting on 5 July to consider a potential review to examine how the benefits and opportunities presented by technology and digital can be maximised in Adult Social Care.</p> <p>The Board received a presentation from the Adult Social Care and Health (ASCH) Department on the Being Digital Strategy and programme of work underway to use digitisation and technology to improve the efficiency and effectiveness of services and processes, for clients, carers, partners and staff. The presentation also covered the Department's planned direction of travel for this work, which included encouraging greater use of 'self-service' options such as online financial assessments and needs assessments; and, linked to this, working towards a 'digital by default' approach where portals, self-assessment tools and directories were offered to clients, carers and providers by default, rather than optionally (while also not removing phone-calls or face-to-face interaction for those who needed to use them). Following discussion about this work and its importance to enabling the Department to meet ongoing strategic challenges arising from demographic and workforce pressures, and to meet new demand arising from planned reforms to social care charging, the Board agreed the area would benefit from closer examination by scrutiny, particularly exploring what cultural and behavioural changes are needed to support the Department's planned direction of travel.</p> <p>The committee agreed to proceed with a review which will take place during the autumn and agreed Terms of Reference at the July meeting. Review Board membership is Councillors di Cara (Chair), Geary and Maples.</p>
<p>Adult Social Care Equalities and Inclusion</p>	<p>The Committee held a scoping meeting on 1 July to consider a potential review to examine progress in implementing the ASCH Equalities and Inclusion strategy. Members agreed that, while they were encouraged by the presentation demonstrating the level and detail of work underway to tackle equality issues, have inclusive services, and create a safe, fair and inclusive work environment for staff, there were issues that could benefit from closer examination by scrutiny, particularly work to define and engage with seldom heard groups and assess whether residents of all backgrounds know how to</p>

	<p>access and have confidence in Adult Social Care services.</p> <p>The Committee agreed to proceed with a review which will take place during the autumn/winter and agreed Terms of Reference at the July meeting. Review Board membership is Councillors Geary, Ungar (Chair) and Webb.</p>
Prevention in Children's Services	<p>The Committee held a scoping meeting on 11 July to consider a potential review to consider how preventative approaches and early intervention can play a role in improving the sustainability and effectiveness of Children's Services.</p> <p>The Board received a presentation from the Department on the national policy context and evidence base surrounding preventative work in children's services, the current local approach, and the benefits of prevention and early intervention for both service outcomes and effective use of resources. The Board also heard about work underway to strengthen preventative approaches, including plans to develop Family Hubs using one-off Government funding. The Board concluded, on the basis of the discussion with officers, that there were areas within the work the Department had in train to strengthen preventative/early intervention approaches that could benefit from closer examination and challenge by scrutiny.</p> <p>The committee agreed to proceed with a review which will take place during the autumn/winter and agreed Terms of Reference at the July meeting. Review Board membership is Councillors Adeniji, Howell (Chair), Field and John Hayling (Parent Governor Representative).</p>
School attendance	<p>The committee undertook scoping earlier in the year for a potential review of school attendance to understand more about the drivers of school absences, the impact of school absences on children and young people, the work the Department is undertaking in response, and whether there are areas where scrutiny could make recommendations for change or improvement.</p> <p>The scoping board concluded that a review of this area would be beneficial but that, in light of current pressures on schools arising from COVID and the impact of ongoing COVID disruption on attendance rates, agreed to defer proceeding with this review until Spring 2023 when there is expected to be a clearer understanding of the long-term impact of COVID on school absences. In the interim, an update on school attendance data will be reported to the November 2022 Committee.</p>
School exclusions	<p>This topic had completed initial scoping and a terms of reference for a full review had been agreed prior to COVID. On advice from the Children's Services Department, it has been agreed to restart this review in the autumn when the Review Board will be able to hear the outcomes of a project the Department is undertaking with ISOS consultancy on inclusion and use of Alternative Provision; and factor the outcomes of the project into updated Terms of Reference for the review. The review is then expected to proceed during the winter and spring 2023.</p>

Reference Groups

2.5 The Committee has two ongoing Scrutiny Reference Groups which are expected to continue their work to provide Member input to areas of work being led by departments during the autumn:

- Loneliness and Resilience Reference Group (membership: Councillors Clark, Geary, Howell, Maples, Ungar (Chair) and Webb). The group is providing ongoing Member input to Public Health-led work to consider the impact of loneliness on East Sussex residents and identify opportunities for a systematic approach to mitigate its worst effects. Following

input from the Reference Group earlier in the year ESCC Officers and partners are now considering the final project report and how to take forward its recommendations. A final meeting of the Reference Group will take place this autumn to consider the ASCH Department's approach to working with partners to implement the project's key recommendations, as well as what and how the Group wish to report back to the Committee on this project.

- Health and Social Care Integration Programme (HASCIP) Reference Group (membership: Councillors Clark, di Cara, Geary (Chair), Ungar and Webb). This group meets as required to review the latest developments in local health and social care integration. The Group has agreed that the next meeting, expected to take place in the autumn, will consider the next phase of work establishing the Sussex ICS and to support integration at a locality level in East Sussex. The Group also agreed they would continue to provide additional Member oversight and scrutiny to HASCIP update reports received by the Health and Wellbeing Board.

2.6 The Committee also held its annual work planning awayday on 8 September to review its work programme in light of the latest evidence of issues affecting services within its remit. A proposed updated work programme will be considered at the Committee's next formal meeting on 27 September. The awayday also included scrutiny consideration of potential areas for one-off investment proposed by departments.

3 Place Scrutiny Committee

Recent work

3.1 The **Committee** met on 18 July 2022 to consider reports on:

- Scrutiny Review of Becoming a Carbon Neutral Council – The Committee considered a further update on progress with implementation of the recommendations from the Scrutiny Review. Members discussed the two heating decarbonisation pilot projects at East Sussex schools, carbon offsetting, the installation of Solar panels on council buildings and the work on Electric Vehicle (EV) charging points. The Committee also commented on the need to have an understanding of costs vs carbon savings and the contribution towards ESCC's carbon reduction target as part of the Action Plan where possible.
- Support for Businesses and Economic Regeneration – a report on the Team East Sussex Economy Recovery Plan. Members discussed the success of the Recovery Plan and the reduction in funding sources available to support business as the European Structural and Investment Fund (ESIF) comes to an end and is replaced by the less generous UK Shared Prosperity Fund. The Committee also commented on the work of Locate East Sussex and the constraints the County faces in terms of workforce, office and land/industrial space supply.
- Trading Standards Service Update Report – a report covering current work priorities and challenges for the service. Members congratulated the team on their use of apprenticeships to meet staffing requirements and their work on scams to protect residents in East Sussex. They also received an update on the port checks required at Newhaven and other priorities for the team.
- RPPR – as with People Scrutiny, Place Committee considered relevant parts of the quarter 4 (end of year) monitoring report and the State of the County report which together provided an overview of performance achievements and challenges, and forthcoming developments for the services within the committee's remit. The committee was able to ensure that key areas of interest were reflected in its work programme and to identify areas for further consideration at the annual work planning awayday in September. Members also discussed and commented on the proposed criteria for assessing one-off investment proposals and established an RPPR Board to consider draft Portfolio Plans and the developing Medium Term Financial Plan later in the year.
- Work programme update – the Committee considered feedback from scrutiny activity undertaken since the March Committee, agreed the updated work programme, and agreed to proceed with scoping a potential new scrutiny review on Highways Maintenance (set out in further detail in section 3.5 below).

3.2 The Climate Emergency Action Plan (CEAP) **Working Group** (membership: Councillors Julia Hilton, Ian Hollidge, Stephen Holt, Eleanor Kirby-Green and Paul Redstone (Chair)) has been established to work with officers on an update of the corporate CEAP. The Working Group met on 21 June and 15 July to review the current Plan and speak to officers involved in the delivering the actions contained in the existing plan. The Group held another meeting on 8 September to continue its work and will meet again during October to comment on the draft updated Plan.

3.3 The Highways Contract Re-Procurement **Reference Group** (membership: Councillors Kirby-Green (Chair), Beaver, Collier and Hollidge) met on 29 July 2022 to receive an update on the project. A report on the award of the contract by Cabinet is expected to be considered at the 29 September 2022 Cabinet meeting. The Reference Group may hold a further meeting on 26 September to consider the Cabinet report.

Future work

3.4 The Committee's updated work programme agreed at the July meeting is attached at appendix 2 and includes a range of committee items, scrutiny review topics, briefings and ongoing Reference Groups. Planned committee items agreed by Members include:

- **Economic Development:** The Committee considered a report on the Team East Sussex economy recovery plan at its meeting on 18 July 2022 meeting (see 3.1 above). A report on how projects are developed and selected, including the governance arrangements will be considered at the Committee meeting to be held on 30 September.
- **Southern Water** – The Committee has agreed to invite the Chief Executive of Southern Water to attend a future meeting to outline plans to tackle the discharge of sewage into water courses and the sea in East Sussex following recent incidents. The Committee has also requested that representatives from the regulators, the Environment Agency and Ofwat, are invited to attend. The session with Southern Water is planned for the committee meeting to be held on 24 November.

Scrutiny Reviews

3.5 The Committee's current active scrutiny reviews are as below, with further topics likely to emerge from scheduled committee reports or Reference Group sessions which will provide initial information on topics the committee has expressed interest in:

Procurement	The review is focusing on Social Value and buying local initiatives. Membership is Cllr Collier (Chair), Cllr Hilton, Cllr Redstone. The review board met on 26 July to comment on the draft Social Value Policy and review the existing Social Value Charter and current policies and procedures. Further review board meetings are being held during September and October to consider evidence, with a view to reporting back to the Place Scrutiny Committee at its meeting on 24 November 2022.
Highways Maintenance	Members have agreed to scope a potential review looking at highways maintenance. This topic has been discussed in some detail at both the Highways Reference Group and at the March Committee meeting. There is an interest in reviewing the maintenance policies that affect the condition of roads and pavements, and the previous scrutiny work in this area. This is likely to include the intervention levels for repairs, current issues, performance measures and the funding available for highways maintenance. A scoping meeting will take place with the outcome to be reported to the November Committee meeting.
Climate Change	The Committee discussed establishing a review board to review the Council's countywide work on climate change, which could look at countywide actions and how the Council works with other organisations (e.g. District and Borough councils) on this issue. This would follow on after the work on the corporate Climate Emergency Action Plan is completed. It was agreed to add this as a potential scrutiny review topic to the Committee's work programme and hold a

Reference Groups

3.6 The Committee's ongoing Reference Groups on the Climate Emergency Action Plan and Highways Contract Re-procurement are expected to continue their work to provide Member input to areas of work being led by departments during the autumn as noted above. In addition, a third Reference Group will begin its work:

- The Local Transport Plan (LTP) 4 **Reference Group** (membership: Councillors Beaver, Collier, Hilton, Hollidge, Holt, Lunn, Redstone (chair) and Stephen Shing) future meetings will be scheduled to coincide with the key stages of the LTP revision project. There has been some delay in the work of Group due to a delay in Government issuing revised guidance for LTPs, which is now due in the Autumn of 2022. The Reference Group plans to start work by exploring key policy areas and received a briefing on the TfSE Strategic Investment Plan on 2 September 2022.

3.7 The Committee also held its annual work planning awayday on 6 September to review its work programme in light of the latest evidence of issues affecting services within its remit. A proposed updated work programme will be considered at the committee meeting on 30 September. The awayday also included scrutiny consideration of potential areas for one-off investment proposed by departments.

4 Health Overview and Scrutiny Committee (HOSC)

Recent work

4.1 The HOSC met on 30 June 2022 to consider reports on:

- **Reconfiguration of Cardiology Services at East Sussex Healthcare NHS Trust (ESHT)** – the committee considered the final report and recommendations of its Review Board established to examine the proposed service changes in detail. The Review Board endorsed the service model, particularly the implementation of a 'front door model', and recommended its swift implementation. The Committee agreed to endorse the Review Board's report. Further detail at section 4.2 below.
- **Reconfiguration of Ophthalmology Services at ESHT** – the committee considered the final report and recommendations of its Review Board established to examine the proposed service changes in detail. The Review Board endorsed the proposed model to consolidate ophthalmology from three sites to two but made several recommendations to improve travel and access to the Bexhill site. The Committee agreed to endorse the Review Board's report. Further detail at section 4.2 below.
- **Access to GP Practices in East Sussex**, the Committee considered a report providing an overview of access to GP surgeries, including the challenges practices are facing in returning services to pre-Covid levels and changes in working practices. Members discussed, amongst other things, how access to same-day appointments can be improved, including through the introduction of eHubs; variations to access across GP practices and the plans to improve the overall offer to patients; plans for the use of online booking and moving beyond having to call at 8am; the reintroduction of health checks; the impact on other areas of the health service from hiring additional roles to primary care, particularly paramedics; and access to video consultations for people who are hard of hearing or with other disabilities. Members agreed to consider a further report in six months' time focusing on the impact of eHubs and NHS Sussex's Next Steps on Integrating Primary Care strategy.
- **HOSC future work programme** – the committee considered its future work programme priorities and agreed to add a report on South East Coast Ambulance NHS Foundation Trust (SECAmb) response to a Care Quality Commission (CQC) inspection report at the 22 September meeting.

Future work

4.2 Key work priorities for HOSC are set out in the attached work programme (appendix 3) and include:

- Complete the following substantial variation to services **reviews** in 2022:

Cardiology	<p>The Committee agreed that proposals for reconfiguration of cardiology services provided by ESHT constitute a ‘substantial variation’ to services requiring formal consultation with HOSC.</p> <p>The HOSC has now submitted a report and recommendations for NHS Sussex to consider alongside its Decision Making Business Case (DMBC) and the public consultation outcomes. NHS Sussex will then return to HOSC setting out the reasons for its decision.</p> <p>The HOSC will consider whether the decision, which includes single siting cardiology catheter labs and specialist cardiology to either Eastbourne DGH or Conquest Hospital, is in the best interests of health services locally.</p> <p>Consideration of the decision is subject to the NHS timelines – which have been delayed pending a review of the capital envelope due to the impact of inflation – with the final HOSC review of the NHS decisions now expected at the December 2022 HOSC meeting, following NHS Sussex sign-off in October or November.</p> <p>Membership of the Review Board (now complete) comprised Cllr Belsey, Robinson (chair), Turner (Hastings Borough Council representative), di Cara and Marlow-Eastwood.</p>
Ophthalmology	<p>The Committee agreed that proposals for reconfiguration of ophthalmology services provided by ESHT constitute a ‘substantial variation’ to services requiring formal consultation with HOSC.</p> <p>The HOSC has now submitted a report and recommendations for NHS Sussex to consider alongside its DMBC and the public consultation outcomes. NHS Sussex will then return to HOSC setting out the reasons for its decision.</p> <p>The HOSC will consider whether the decision, which includes reducing day case and outpatient ophthalmology from three sites to two, is in the best interests of health services locally.</p> <p>Consideration of the decision is subject to the NHS timelines – which have been delayed pending a review of the capital envelope due to the impact of inflation – with the final HOSC review of the NHS decisions now expected at the December 2022 HOSC meeting, following NHS Sussex sign-off in October or November.</p> <p>Membership of the Review Board (now complete) comprised Cllr Belsey (chair), Robinson, Azad and Brett (Lewes District Council representative) and Geraldine Des Moulins (VCSE Alliance).</p>

- Consider the action plan of SECamb to improve its service following its rating as ‘inadequate’ by the CQC.
- Consider how hospital handovers between ambulance crews and Emergency Department staff are being carried out by SECamb and the three NHS trusts that provide acute services to East Sussex residents.
- Consider an update on the provision of Child and Adolescent Mental Health Services (CAMHS) focussing on efforts to improve referral times and the use and impact of additional investment.
- Consider further updates on access to GP practices, including the impact of eHubs, the NHS Sussex’s Next Steps on Integrating Primary Care strategy and findings of Healthwatch on GP access for residents.

- Consider the performance and future plans of Primary Care Networks, which will include the development of Emotional Wellbeing Services for residents requiring primary mental health interventions.
- Consider proposals to move adult burn services from Queen Victoria Hospital in East Grinstead to a major trauma centre in the South East.
- Consider proposals to re-procure the Sexual Assault Referral Centres in Sussex.

Other Issues

4.3 National reforms to the NHS, including the establishment of Integrated Care Systems on a statutory basis which took effect from 1 July, will impact on HOSC's work. A report or awayday will be arranged to consider the implications for the committee of the Health and Care Act, including the replacement of East Sussex Clinical Commissioning Group (CCG) with the NHS Sussex Integrated Care Board (ICB) and the effect of regulations that allow the Secretary of State to intervene in local service reconfigurations on HOSC's powers to refer decisions to the Secretary of State.

5 Audit Committee

Recent work

5.1 The Audit Committee met on 8 July 2022 to discuss reports on:

- Assessment of the Corporate Governance Framework and Annual Governance Statement for 2021/22 – to consider the Council's Annual Governance Statement, and the assessment of compliance with the Corporate Governance Framework, before they were presented to the Governance Committee. The Committee resolved to recommend to the Governance Committee that the Annual Governance Statement includes a statement that, in relation to the appointment of Members to outside bodies, the Council avoids structural conflict of interests where possible.
- Internal Audit Service Annual Report and Opinion 2021/22 - To consider the opinion on the County Council's control environment for the year from 1 April 2021 to 31 March 2022. The Committee commented that there were no audits with a 'minimal assurance' opinion in the period of 2021/22 and noted that the overall Audit Service's opinion on the Council's control environment had improved from Partial Assurance in 2020/21 to Substantial Assurance in 2021/22.
- Counter Fraud Annual Report – to consider irregularity investigations and proactive counter fraud work undertaken by Internal Audit between 1 April 2021 and 31 March 2022. This was a new report to be considered as Counter Fraud work had previously been reported within the Internal Audit Report.
- Independent External Assessment of Internal Audit – the committee agreed a proposal to commission the Chartered Institute of Internal Auditors to undertake the independent external assessment of Orbis Internal Audit in accordance with Public Sector Internal Audit Standards (PSIAS).
- Strategic Risk Monitoring – Quarter 4 2021/22– To consider the Strategic Risk Register for Quarter 4, as considered at Cabinet in June. The Committee requested a training session for Committee Members regarding strategic risk monitoring.
- Managing Back Office Systems (MBOS) update – To consider an update from the second meeting of the Sub-Group.
- Audit Committee Work programme

Future work

5.2 The Committee's future work areas are set out in the work programme attached at appendix 4 and include the usual quarterly consideration of Internal Audit reports and the Strategic Risk Register, together with the 2021/22 Statement of Accounts (now confirmed to be in November).

5.3 Two training sessions will be provided to the committee on 23 September covering counter fraud work and risk management.

5.4 The Working Group which is providing oversight of the MBOS programme implementation met on 27 May 2022 and 26 August. The Group considered an update from the Chief Operating Officer and the Programme Manager which provided assurance that the programme was working to predicted timeframe and budget. A further Working Group meeting will be held on 22 November.

6 Conclusion and reasons for recommendations

6.1 This report provides an overview of recent scrutiny and Audit Committee work and a look forward at planned activity for the committee to note.

PHILIP BAKER
Assistant Chief Executive

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People Scrutiny Committee - Work Programme

Note that a proposed updated work programme (following review at the Committee's recent awayday) will be considered as part of the committee's 30 September meeting agenda.

Current Scrutiny Reviews		
Title of Review	Detail	Proposed Completion Date
Use of digital and technology in Adult Social Care	<p>The Committee has accepted the recommendation of the Initial Scoping Board that the Committee proceed with a review of this area, focussed on exploring the cultural and behavioural changes needed to support greater use of online services, 'self-service' options and adoption of a 'digital by default' approach in ASC.</p> <p>Membership of the Review Board: Councillors di Cara (Chair), Geary and Maples.</p>	December 2022
ASC Equality and Inclusion	<p>The Committee has accepted the recommendation of the Initial Scoping Board that the Committee proceed with a review of this area, looking at how the Department engages with 'seldom heard' groups and whether residents of all backgrounds know how to access ASC services.</p> <p>Membership of the Review Board: Councillors Geary, Ungar (Chair) and Webb.</p>	March 2023
Use of Prevention in Children's Services	<p>The Committee has accepted the recommendation of the Initial Scoping Board that the Committee proceed with a review of this area, focussed on examining work planned and underway to strengthen use of prevention in Children's Services.</p> <p>Membership of the Review Board: Councillors Adeniji, Field, Howell (Chair) and John Hayling, Parent Governor Representative.</p>	March 2023
School Exclusions	<p>The previous Committee agreed in March 2020 to undertake a Scrutiny Review of issues relating to school exclusions. The Committee also agreed the Terms of Reference proposed by the Scoping Board. Due to the COVID-19 pandemic and its effect on the availability of schools to contribute to further work on this review, it was subsequently paused with the intention to recommence it at a suitable future date.</p> <p>Since the original review was scoped, the Department has commenced a project with ISOS consultancy to draw together aspects of good and emerging practice into a clear, whole-system, strategic approach to inclusion and the use of Alternative Provision for secondary-age pupils in East Sussex.</p> <p>The Committee wishes to recommence this review and will hold a further short scoping meeting in early autumn (anticipated to be October) to consider the outcomes of the ISOS project and any adjustments required to the existing Terms of Reference before commencing the review.</p>	To be confirmed when second scoping board undertaken in early autumn 2022 (anticipated to be October).

	Membership of the Review Board: Councillors Adeniji, Field, Maples and Nicola Boulter, Parent Governor Representative.	
Initial Scoping Reviews		
Subject area for initial scoping	Detail	Proposed Dates
School Attendance	<p>The Committee heard at their 2021 work planning awayday that overall school absence and persistent absence rates across East Sussex are high, when compared to national and statistical neighbours; and that East Sussex has a significant number of children and young people deemed too ill to attend school due to anxiety and poor mental health, and increasing levels of Emotionally-Based School Avoidance.</p> <p>A scoping board meeting was held on 10 March 2022 and the Board agreed that although the subject was appropriate for a Scrutiny Review, as so much of the current situation regarding school absence rates in East Sussex was related to the ongoing impact of, and disruption from, the coronavirus pandemic, it was too early for the Committee to undertake a scrutiny review of school attendance.</p> <p>The Board therefore agreed that the review should commence in Spring 2023 when we expect to have a clearer sense of the long-term impact of COVID on school absences. A further short scoping board meeting will be held in early 2023 to build on issues discussed at the 2022 scoping board and draft Terms of Reference for this review. In the interim, an update on school attendance data will be reported to the November 2022 Committee as part of the work programme update to support work programming of this review.</p> <p>Membership of the Scoping Board: Cllrs Adeniji, di Cara, Field and Howell (Chair) and Nicola Boulter, Parent Governor Representative.</p>	To be confirmed following a further short scoping board in early 2023.
Suggested Potential Future Scrutiny Review Topics		
Suggested Topic	Detail	
Elective Home Education	<p>The Committee heard at their 2021 work planning awayday that issues relating to the increase in the numbers of children being electively home educated (EHE) remain a concern for the Children's Services Department and expressed an interest in scrutinising the work the Department is doing in response.</p> <p>The Committee also heard about national developments expected to impact future policy and the approaches of local authorities in this area, including an Education Committee enquiry into strengthening home education (published July 2021) and a judicial review into the approach taken by Portsmouth City</p>	

	<p>Council to assurance on EHE. In February 2022, the Government published its response to its 'Children not in school' consultation which outlined that, subject to the necessary time in Parliament, the Government intends to legislate on the proposal to place a duty on local authorities to maintain a register of children not in school.</p> <p>The Committee agreed at the November 2021 and March 2022 meetings to retain this as a potential area for review and an update on the Department's work in this area and national developments impacting this work is scheduled for the November 2022 Committee to support consideration of how and whether to progress with a scrutiny review.</p>
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Scrutiny Reference Groups

Reference Group Title	Subject area	Meeting Dates
<p>Health and Social Care Integration Programme (HASCIP) Reference Group</p>	<p>The Committee agreed to establish a Reference Group to monitor progress of the East Sussex Health and Social Care Integration Programme and identify areas for future scrutiny. It will review HASCI progress reports provided to the Health and Wellbeing Board and meet on an ad hoc basis as required to consider issues arising in more detail.</p> <p>The group last met on 6 April 2022 and considered an update on the Better Care Fund, as well as a presentation on anticipated impacts of the Integration White Paper and progress with establishing an Integrated Care System (ICS) in Sussex. The group requested that the next meeting consider the next substantive phase of work on establishing the Sussex ICS and progress with work at the locality level in East Sussex and this is planned to take place later this autumn.</p> <p>Membership of the group: Councillors Clark, di Cara, Geary (Chair), Ungar and Webb.</p>	<p>Next meeting: late October/ early November</p>
<p>Loneliness and Resilience Scrutiny Reference Group</p>	<p>The Committee agreed to establish a Loneliness and Resilience Scrutiny Reference Group at its meeting in March 2021. The purpose of the group is to provide scrutiny input into a loneliness project being undertaken by the Adult Social Care and Health Department. The project will aim to develop practical solutions that will help address some of the key negative impacts of loneliness on local communities in East Sussex.</p> <p>The Group have had presentations on progress with the project in August and December 2021. The Group last met in March and considered and commented on the draft recommendations for the project. Officers and partners are now considering the final report and how to take forward its recommendations. A final meeting of the Reference Group will need to take place to consider the final recommendations and next steps, as well as what and how the Group wish to report back to the Committee on this project.</p> <p>Membership of the group: Councillors Clark, Geary, Maples, Howell, Ungar and Webb.</p>	<p>Next meeting: To be confirmed</p>

Educational Attainment and Performance Scrutiny Reference Group	The Committee agreed in June 2018 to establish a Reference Group to focus on reviewing data on educational attainment in East Sussex and related issues. The group meets on an annual basis. Membership of the group: Councillors Adeniji, Field and Howell and Nicola Boulter, Parent Governor Representative.	Next meeting: Autumn 2022
Reconciling Policy, Performance and Resources (RPPR)	RPPR Board meet annually to agree detailed comments and any recommendations on the emerging portfolio plans and spending and savings proposals to be put to Cabinet on behalf of the scrutiny committee.	Next meeting: December 2022
Strategic Commissioning Review of Early Help Scrutiny Reference Group	The purpose of this Reference Group is to provide scrutiny input into the Children's Services Department review of Early Help services. The Reference Group of the previous Committee requested an opportunity to review progress with the implementation of the revised Early Help strategy in spring 2021, but as some changes were postponed this was deferred and a further meeting will be considered if required. Membership of the group: to be confirmed if meeting required.	Next meeting: Further meeting TBC if appropriate
Reports for Information		
Subject Area	Detail	Proposed Date
Training and Development		
Title of Training/Briefing	Detail	Proposed Date
Community Safety Briefing	The Safer Communities Team is providing a briefing on Community Safety for the Committee. This is intended to provide a refresher on, and examples of, community safety work in East Sussex and the Team's current priorities ahead of the Committee considering the Annual Safer Communities report at the 27 September Committee meeting.	13 September 2022
Future Committee Agenda Items		Author
27 September 2022		

Reconciling Policy, Performance and Resources (RPPR)	To continue the Committee's work on the RPPR process for 2023/24 financial year.	Becky Shaw, Chief Executive
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information.	Beth McGhee, Senior Policy and Scrutiny Adviser
Safeguarding Adults Board - Annual Report	The Safeguarding Adults Board (SAB) Annual Report outlines the safeguarding activity and performance in East Sussex during the previous financial year, as well as some of the main developments in place to prevent abuse from occurring.	Chair, Safeguarding Adults Board
Annual Review of Safer Communities	To update the Committee on performance in relation to Safer Communities in 2021/22 and the priorities and issues for 2022/23 that will be highlighted in the Partnership Business Plan. The Committee has requested the update cover progress on work to implement the Strategy for Domestic Abuse Accommodation and Support for Sussex; and to tackle Violence Against Women and Girls.	Assistant Director - Planning, Performance and Engagement
East Sussex Safeguarding Children Partnership (ESSCP) Annual Report	<p>Presentation of the annual report of the East Sussex Safeguarding Children Partnership. The Committee has requested that:</p> <ul style="list-style-type: none"> the report provide contextual information on figures included (e.g. trajectory over time) and an update on partnership work on Elective Home Education (at Nov 2021 Committee); and that the section of the report on learning from case reviews covers learning for ESCC from the national review into the death of Arthur Labinjo-Hughes (at Dec 2021 presentation on ESCC work on domestic abuse and Violence Against Women and Girls). 	Independent Chair, East Sussex Safeguarding Children Partnership
17 November 2022		
Adult Social Care Workforce progress report	<p>A scoping board of a scrutiny review of Adult Social Care Workforce Challenges was held in March 2022. The board heard that challenges in recruitment, retention, development and future planning of the ASC workforce are not new or specific to East Sussex and had been compounded by COVID-19. The Board heard that in response, the Department are planning and delivering a wide range of interventions to address these challenges in ESCC's ASC workforce and in the independent sector, building on the learning and recommendations from the People Scrutiny Committee ASC Workforce Review undertaken in 2019.</p> <p>As it was too early to know what impact these interventions would have, the Board requested that the Department report back to the Committee with a progress report on the work and the impact it is having in nine months.</p>	Leigh Prudente, Assistant Director Operations and Samantha Williams, Assistant Director Strategy, Commissioning and Supply Management
Elective Home Education	The Committee has expressed an interest in undertaking a scrutiny review of Elective Home Education (EHE). This report will update the Committee on work the Department	Assistant Director, Education

	undertakes in this area and recent national developments impacting the response to EHE to support consideration of how and whether to progress with a scrutiny review.	
Reconciling Policy, Performance and Resources (RPPR)	The Committee will continue the process of examining the Departmental Portfolio Plans and budget for the 2023/24 financial year.	Becky Shaw, Chief Executive
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information. This report is to include an update on school attendance data for the 2021/22 academic year and start of the 2022/23 academic year, to support work programming of the planned review of school attendance.	Beth McGhee, Senior Policy and Scrutiny Adviser Elizabeth Funge, Assistant Director, Education
16 March 2023		
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information.	Beth McGhee, Senior Policy and Scrutiny Adviser
Reconciling Policy, Performance and Resources (RPPR)	To provide the Committee with an opportunity to review its input into the RPPR process for 2023/24 financial year.	Becky Shaw, Chief Executive
17 July 2023		
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information.	Beth McGhee, Senior Policy and Scrutiny Adviser
Reconciling Policy, Performance and Resources (RPPR)	To commence the Committee's involvement with the RPPR process for 2024/25 financial year by reviewing the information in the Quarter 4 (end of year) (2022/23) Council Monitoring report and the State of the County report.	Becky Shaw, Chief Executive
Implementation of Schools White Paper Reforms	The Committee requested at its July 2022 meeting an update in 12 months on progress with implementing reforms set out in the Schools White Paper.	Assistant Director, Education
25 September 2023		
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information.	Beth McGhee, Senior Policy and Scrutiny Adviser

Reconciling Policy, Performance and Resources (RPPR)	To continue the Committee's work on the RPPR process for 2024/25 financial year.	Becky Shaw, Chief Executive
Safeguarding Adults Board - Annual Report	The Safeguarding Adults Board (SAB) Annual Report outlines the safeguarding activity and performance in East Sussex during the previous financial year, as well as some of the main developments in place to prevent abuse from occurring.	Chair, Safeguarding Adults Board
Annual Review of Safer Communities	To update the Committee on performance in relation to Safer Communities in 2022/23 and the priorities and issues for 2023/24 that will be highlighted in the Partnership Business Plan.	Assistant Director - Planning, Performance and Engagement
East Sussex Safeguarding Children Partnership (ESSCP) Annual Report	<p>Presentation of the annual report of the East Sussex Safeguarding Children Partnership.</p> <p>This report will include a progress update on the work of multi-agency exploitation coordinators as requested at the March 2022 Committee.</p>	Independent Chair, East Sussex Safeguarding Children Partnership
29 November 2023		
Committee Work Programme	To manage the Committee's programme of work including matters relating to ongoing reviews, initial scoping boards, future scrutiny topics, reference groups, training and development matters and reports for information.	Beth McGhee, Senior Policy and Scrutiny Adviser

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Place Scrutiny Committee – Work Programme

Note that a proposed updated work programme (following review at the Committee's recent awayday) will be considered as part of the committee's 30 September meeting agenda.

Current Scrutiny Reviews		
Title of Review	Detail	Proposed Completion Date
Scrutiny Review of Procurement	A scrutiny review of Procurement which will focus on the Council's approach to Social Value measurement and buying local initiatives as part of procurement activity across the Council. The review will also consider how Social Value can help achieve the Council's objectives including reducing carbon emissions and other climate change measures.	November 2022
Initial Scoping Reviews		
Subject area for initial scoping	Detail	Proposed Dates
Highways Maintenance	The Committee has agreed to form a scoping board to explore the topic of highways maintenance, following the discussion at the 23 March 2022 meeting. The scoping board will examine previous scrutiny work in this area and review highways maintenance policies.	September 2022
List of Suggested Potential Future Scrutiny Review or Reference Group Topics		
Suggested Topic	Detail	
Climate Change	The Committee is considering establishing a review board to review the Council's countywide work on climate change, which could look at countywide actions and how the Council works with other organisations (e.g. District and Borough councils) on this issue. It was agreed to add this as a	

	potential scrutiny review topic to the Committee's work programme and develop a draft terms of reference for consideration at the next meeting.	
Economic Development.	The Committee has expressed an interest in the Economic Development work of the Council and has requested two reports. One to examine the Team East Sussex Economy Recovery Plan and another to explore how Economic Development Projects are selected and developed. Following consideration of the reports the Committee may identify further scrutiny work in this area.	
Scrutiny Reference Groups		
Reference Group Title	Subject Area	Meetings Dates
Highways Contract Re-procurement	The Committee has re-formed the reference group to work alongside Officers on the next stages of the Highway Services Re-Procurement Project (HSRP). The next stages include the implementation of the procurement strategy, mobilisation and monitoring of the contract.	Ongoing to May 2023
Local Transport Plan (LTP4) – Reference Group	The Committee has agreed to form a Reference Group to work alongside officers on the development of the revised Local Transport Plan (LTP 4) focussing on sustainable transport issues.	1 Feb 2022 and then throughout 2022/23.
Climate Emergency Action Plan - update	The Council's corporate Climate Emergency Action Plan was developed to cover the initial period 2020–2022. The Committee has agreed to form a working group to work with officers on the revision of the Council's corporate Climate Emergency Action Plan.	July – October 2022
Reports for Information		
Subject	Detail	Proposed Date
Electric Vehicle (EV) Charging Points.	The Committee agreed to request a briefing on plans to develop and implement EV charging infrastructure in East Sussex.	To be agreed

Training and Development		
Title of Training/Briefing	Detail	Proposed Date
Work Planning 'Away Day'	To hold a work planning 'away day' to develop the Committee's future work programme including developing priorities for work, examining any national policy developments highlighted in the State of the County report, and planning the Committee's work related to the RPPR process.	6 September 2022
LTP Reference Group – Briefing on TfSE Strategic Investment Plan	The LTP Reference Group members will receive a briefing on the Transport for the South East (TfSE) Strategic Investment Plan as part of their work on the LTP	2 September 2022
Future Committee Agenda Items		Author
30 September 2022 (moved from 21 Sept 2022)		
Reconciling Policy, Performance and Resources (RPPR)	To continue the Committee's work on the RPPR process for 2023/24, by reviewing Portfolio Plans and service based information.	Chief Executive / Senior Scrutiny Adviser
Economic Development.	To receive a report from the Economic Development Team on how projects are developed and selected for the available funding streams. The report will also include governance of projects and measuring outcomes.	Assistant Director, Economy
Work Programme	To consider items for inclusion in the Committee's work programme: <ul style="list-style-type: none"> • Reports for future meetings • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	Senior Scrutiny Adviser
24 November 2022		
Southern Water - sewage discharges*	The Committee has requested an item on Southern Water's discharge of sewage into water courses and the sea in East Sussex, following a number of pollution incidents. The item will examine what action Southern Water is taking to reduce discharges and pollution incidents, and will seek a views from representatives from the Environment Agency and Ofwat who are the regulators.	Southern Water, Environment Agency, Ofwat, ESCC Flood Risk Management Team
Reconciling Policy, Performance and Resources (RPPR)	The Committee will examine any additional information requested at the September meeting and consider any updated RPPR information for 2023/24.	Chief Executive / Senior Scrutiny Adviser

Scrutiny Review of Procurement	To consider and approve the report of the Review Board on the Scrutiny Review of Procurement: Social Value and Buying Local.	Chair of the Review Board / Senior Scrutiny Adviser
Scrutiny Review of Road Markings	To receive the second update report on the implementation of the recommendations from the Scrutiny Review of Road Markings, including details of the work undertaken with additional expenditure in this area of work.	Assistant Director, Operations
Work Programme	To consider items for inclusion in the Committee's work programme: <ul style="list-style-type: none"> • Reports for future meetings • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	Senior Scrutiny Adviser
28 March 2023		
Reconciling Policy, Performance and Resources (RPPR)	The Committee will review its input into the RPPR budget setting process, and the impact of any recommendations or comments made by the Committee.	Chief Executive / Senior Scrutiny Adviser
Work Programme	To consider items for inclusion in the Committee's work programme: <ul style="list-style-type: none"> • Reports for future meetings • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	Senior Scrutiny Adviser
14 July 2023		
Reconciling Policy, Performance and Resources (RPPR)	To commence the Committee's involvement with the RPPR process for 2024/25 by reviewing the information in the Quarter 4, end of financial year (2022/23) Council Monitoring report and the State of the County report.	Chief Executive / Senior Scrutiny Adviser
Work Programme	To consider items for inclusion in the Committee's work programme: <ul style="list-style-type: none"> • Reports for future meetings • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	Senior Scrutiny Adviser
26 September 2023		
Reconciling Policy, Performance and Resources (RPPR)	To continue the Committee's work on the RPPR process for 2024/25, by reviewing Portfolio Plans and service based information.	Chief Executive / Senior Scrutiny Adviser
Work Programme	To consider items for inclusion in the Committee's work programme: <ul style="list-style-type: none"> • Reports for future meetings 	Senior Scrutiny Adviser

	<ul style="list-style-type: none"> • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	
23 November 2023		
Reconciling Policy, Performance and Resources (RPPR)	The Committee will examine any additional information requested at the September meeting and consider any updated RPPR information for 2024/25.	Chief Executive / Senior Scrutiny Adviser
Work Programme	<p>To consider items for inclusion in the Committee's work programme:</p> <ul style="list-style-type: none"> • Reports for future meetings • Scrutiny reviews and potential scrutiny reviews • Items from the Forward Plan 	Senior Scrutiny Adviser
Future Items – to be scheduled		Witnesses
To be agreed		

*Date to be confirmed by Southern Water.

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Health Overview and Scrutiny Committee (HOSC) – Work Programme

Current Scrutiny Reviews		
Title of Review	Detail	Proposed Completion Date
To be agreed		

Initial Scoping Reviews		
Subject area for initial scoping	Detail	Proposed Dates
To be agreed.	To be scheduled once the reviews of Cardiology and Ophthalmology have been completed.	

List of Suggested Potential Future Scrutiny Review Topics

Suggested Topic	Detail
TBC	

Scrutiny Reference Groups

Reference Group Title	Subject Area	Meetings Dates
University Hospitals Sussex NHS Foundation Trust (UHSussex) HOSC working group	<p>A joint Sussex HOSCs working group to consider the performance of UHSussex and any upcoming issues that may be of interest to the wider East Sussex HOSC.</p> <p>Membership: Cllrs Belsey, Robinson and one vacancy</p> <p>*meetings postponed due to COVID-19.</p>	<p>Last meeting: 9 September 2020*</p> <p>Next meeting: TBC 2022</p>
Sussex Partnership NHS Foundation Trust (SPFT) HOSC working group	<p>6-monthly meetings with SPFT and other Sussex HOSCs to consider the Trust's response to CQC inspection findings and other mental health issues.</p> <p>Membership: Cllrs Belsey, Robinson, and Osborne</p>	<p>Last meeting: 21 December 2021</p> <p>Next meeting: August 2022</p>
The Sussex Health and Care Partnership (SHCP) HOSC working group	<p>Meetings of Sussex HOSC Chairs with SHCP leaders to update on progress and discuss current issues. Wider regional HOSC meetings may also take place on the same day from time to time.</p> <p>Future arrangements for the meeting being discussed due to changing governance of SHCP.</p> <p>Membership: HOSC Chair (Cllr Belsey) and Vice Chair (Cllr Robinson) and officer</p>	<p>Last meeting: 20 November 2020</p> <p>Next meeting: TBC</p>

Crowborough Minor Injuries Unit (MIU)	One off meeting to discuss the progress of plans requested by HOSC to expand the footprint of the MIU. Membership: Cllr Belsey, Cllr Hallett and officer	Next meeting: TBC
Reports for Information		
Subject Area	Detail	Proposed Date
Future Car parking arrangements at Conquest Hospital	Confirmation from ESHT about the planned car parking arrangements at the Conquest Hospital under the Building for our Future programme	2022
Development of the new Inpatient Mental Health facility	A future update via email on the progress of the development of the new facility in North East Bexhill.	2022
Integrated Care Board (ICB) and implementation of the Health and Care Act 2022	A report or away day session on the new Sussex Integrated Care Board (ICB) structure and priorities, and any other impacts of the Health and Care Act 2022	Autumn 2022
Training and Development		
Title of Training/Briefing	Detail	Proposed Date
Joint training sessions	Joint training sessions with neighbouring HOSCs on health related issues.	TBC
Building for Our Future	A briefing on the Building for Our Future plans for the redevelopment of Eastbourne District General Hospital (EDGH), Conquest Hospital and Bexhill Hospital developed by East Sussex Healthcare NHS Trust (ESHT)	TBC
Visit to Ambulance Make Ready station and new Operations Centre – East.	A visit to the new Medway Make Ready station and new Operations Centre for 999 and 111 services once the new centre is operational.	Autumn 2022
Visit to the new Inpatient Mental Health facility at Bexhill	A visit to the new Inpatient Mental Health facility due to be built at a site in North East Bexhill to replace the Department of Psychiatry at Eastbourne District General Hospital (EDGH).	TBC but likely 2024

Future Committee Agenda Items		Witnesses
22nd September 2022		
Child and Adolescent Mental Health Service (CAMHS)	An update report on CAMHS with particular emphasis on the progress being made to reduce referral and assessment waiting times for the various services provided by CAMHS and in particular those children and young people waiting for referrals and assessment from Autistic Spectrum Conditions (ASC), ADHD and eating disorders. The report is also to cover the use and impact of additional investment in CAHMS on service provision and performance.	Representatives of NHS Sussex and SPFT
Hospital Handovers	An update report on the hospital handover times to cover updated performance figures against the national targets and the eradication of over 60 minute handover times. This is to include the actions being taken to improve handover times at the Royal Sussex Hospital (University Hospitals Sussex NHS Foundation Trust - UHSussex) and Pembury Hospital (Maidstone & Tunbridge Wells NHS Trust - MTW).	Representatives of ICS, SECamb and hospital trusts ESHT/MTW/UHSussex
SECamb CQC report	A report on South East Coast Ambulance NHS Foundation Trust's (SECamb) recent inadequate rating by the Care Quality Commission (CQC) and the plans in place to achieve the improvements the CQC requires.	SECamb
Committee Work Programme	To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.	Policy and Scrutiny Officer

Cardiology	<p>Committee to consider whether the NHS Sussex's decision in relation to the proposals to reconfigure inpatient acute cardiology services run by East Sussex Healthcare NHS Trust (ESHT) are in the best interests of the health service locally.</p> <p><i>Please note: dates are dependent on the NHS own decision making process.</i></p>	Representatives of NHS Sussex and ESHT
Ophthalmology	<p>Committee to consider whether the NHS Sussex's decision in relation to the proposals to reconfigure day case and outpatient ophthalmology services run by East Sussex Healthcare NHS Trust (ESHT) are in the best interests of the health service locally.</p> <p><i>Please note: dates are dependent on the NHS own decision making process.</i></p>	Representatives of NHS Sussex and ESHT
Primary Care Access and Next steps on integrating primary care	<p>A report providing an update on GP access including the eHubs pilot and the Next steps on integrating primary care strategy. To also include NHS Dentistry following East Sussex Health and Wellbeing Board (HWB) request.</p> <p>Healthwatch also due to attend to provide overview of patient experience.</p>	Representatives of NHS Sussex/Healthwatch
Primary Care Networks (PCNs), Emotional Wellbeing Services and mental health funding	<p>A report on the performance of PCNs and the future plans for primary care in East Sussex. Report to also include:</p> <ul style="list-style-type: none"> • an update on the roll out of Emotional Wellbeing Services, which will be co-ordinated across PCN footprints; and • the future of mental health investment. 	Representatives of NHS Sussex/SPFT/PCNs
Committee Work Programme	<p>To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.</p>	Policy and Scrutiny Officer

2nd March 2023		
Committee Work Programme	To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.	Policy and Scrutiny Officer
29th June 2023		
Committee Work Programme	To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.	Policy and Scrutiny Officer
Items to be scheduled – dates TBC		
Transition Services	A report on the work of East Sussex Healthcare NHS Trust (ESHT) Transition Group for patients transitioning from Children's to Adult's services	Representatives of ESHT
Patient Transport Service	To consider proposals to recommission the Patient Transport Service (PTS) and to consider the outcome of the Healthwatch PTS survey. <i>Note: provisional dependent on NHS Sussex's plans</i>	Representatives of lead NHS Sussex and Healthwatch
Implementation of Kent and Medway Stroke review	To consider the implementation of the Hyper Acute Stroke Units (HASUs) in Kent and Medway and progress of rehabilitation services in the High Weald area. <i>Note: Timing is dependent on NHS implementation process</i>	Representatives of East Sussex NHS Sussex/Kent and Medway ICS
Adult Burns Service	A report outlining proposals for the future of Adult Burns Service provided by Queen Victoria Hospital (QVH) in East Grinstead. <i>Note: provisional dependent on NHS England's plans</i>	NHS England and QVH
Sexual Assault Referral Centre (SARC)	A report on proposals for re-procurement of Sussex SARCs <i>Note: provisional dependent on NHS England's plans</i>	NHS England

<p>Implications of the Health and Care Act 2022</p>	<p>A report or away day to consider the implications for the Committee of the Health and Care Act including the replacement of CCGs with Integrated Care Boards (ICB) and the effect of the regulations that allow the Secretary of State to intervene in local service reconfigurations on HOSC's powers to refer decisions to the Secretary of State that are not in the best interests of local health services.</p> <p><i>Note: date subject to release of the regulations setting out the powers of the Secretary of State to intervene on local health service reconfigurations.</i></p>	<p>Representatives of NHS Sussex and Policy and Scrutiny Officer.</p>
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Audit Committee – Work Programme

List of Suggested Potential Future Work Topics		
Issue	Detail	Meeting Date
Audit Committee Working Groups		
Working Group Title	Subject area	Meeting Dates
Modernising Back Office Systems (MBOS) Sub Group	Oversight of the MBOS programme	26 Aug 2022 22 Nov 2022
Training and Development		
Title of Training/Briefing	Detail	Date
Counter Fraud Training	The session will provide an overview of the existing fraud landscape and raise awareness of some of the common fraud threats faced by the Council. It will also cover the activities of Internal Audit in our efforts to prevent, detect and investigate fraud. The session will also provide an opportunity for questions and discussion with Officers.	23 Sep 2022 After Audit Committee Meeting
Strategic Risk Monitoring	The training will focus on providing a common understanding of risk management and the importance of effective challenge from members. It will be based on the council’s current frameworks and strategies to support the identification and management of risks from a member’s perspective. The objective is to enhance understanding of how to read risk scoring and identifying possible issues in the risk register.	23 Sep 2022 9:15 – 10:15

Future Committee Agenda Items		Author
23 September 2022		
Internal Audit Progress Report	Internal Audit Progress report – Quarter 1, 2022/23 (01/04/22 – 30/06/22)	Nigel Chilcott, Audit Manager/Russell Banks, Chief Internal Auditor
Financial Management Code	Report of the Financial Management Code	Rachel Jarvis, Head of Finance / Ian Gutsell, Chief Finance Officer
Strategic Risk Management	Strategic risk monitoring report – Quarter 1, 2022/23 (01/04/22 – 30/06/22)	Ros Parker, Chief Operating Officer / Ian Gutsell, Chief Finance Officer
Committee Work Programme	Discussion of the future reports, agenda items and other work to be undertaken by the Committee.	Governance and Democracy Officer
18 November 2022		
Review of Annual Governance Report & 2021/22 Statement of Accounts	Report of the external auditors following their audit of the Council’s statutory accounts. It allows the committee to review the issues raised and assess the management response.	External Auditors/ Ian Gutsell, Chief Finance Officer
Review of Annual Pension Fund Governance Report & 2021/22 Statement of Accounts	Report of the external auditors following their audit of the Pension Fund. It allows the committee to review the issues raised and assess the management response.	External Auditors/ Ian Gutsell, Chief Finance Officer

Treasury Management	To consider a report on the review of Treasury Management performance for 2021/22 and for outturn for the first six months of 2022/3, including the economic factors affecting performance, the Prudential Indicators and compliance with the limits set within the Treasury Management Strategy before it is presented to Cabinet.	Ian Gutsell, Chief Finance Officer
Internal Audit Progress Report	Internal Audit Progress report – Quarter 2, 2022/3 (01/07/22 – 30/09/22)	Nigel Chilcott, Audit Manager/Russell Banks, Chief Internal Auditor
Property Asset Disposal and Investment Strategy	Consideration of an annual report on the implementation of the Property Asset Disposal and Investment Strategy.	Nigel Brown, AD Property
Committee Work Programme	Discussion of the future reports, agenda items and other work to be undertaken by the Committee.	Governance and Democracy Officer
31 March 2023		
External Audit Plan 2022/23	This report sets out in detail the work to be carried out by the Council's External Auditors on the Council's accounts for the financial year 2022/23.	Ian Gutsell, Chief Finance Officer & External Auditors
External Audit Plan for East Sussex Pension Fund 2022/23	To consider and comment upon the External Audit Plan for the East Sussex Pension Fund for the financial year 2022/23.	Ian Gutsell, Chief Finance Officer & External Auditors
Independent external assessment of Internal Audit	Report presenting the results of an external assessment of the Internal Audit team	Nigel Chilcott, Audit Manager/Russell Banks, Chief Internal Auditor
Internal Audit Strategy and Plan	Consideration of the Internal Audit Strategy and Plan for 2023/24	Russell Banks, Chief Internal Auditor/ Nigel Chilcott, Audit Manager

Internal Audit Progress Report	Internal Audit Progress report – Quarter 3, 2022/23 (01/10/22 – 31/12/22)	Nigel Chilcott, Audit Manager/Russell Banks, Chief Internal Auditor
Strategic Risk Monitoring	Strategic risk monitoring report – Quarter 3, 2022/23 (01/10/22 – 31/12/22)	Chief Operating Officer / Ian Gutsell, Chief Finance Officer
Committee Work Programme	Discussion of the future reports, agenda items and other work to be undertaken by the Committee.	Governance and Democracy Officer
7 July 2023		
Assessment of the Corporate Governance Framework and Annual Governance Statement for 2022/23	Sets out an assessment of the effectiveness of the Council's governance arrangements and includes an improvement plan for the coming year, and the annual governance statement (AGS) which will form part of the statement of accounts.	Philip Baker, Assistant Chief Executive
Internal Audit Services Annual Report and Opinion 2022/23	An overall opinion on the Council's framework of internal control, summarises the main audit findings and performance against key indicators (includes Internal Audit Progress reports – Quarter 4, 2022/23, (01/01/23 – 31/03/23).	Nigel Chilcott, Audit Manager / Russell Banks, Chief Internal Auditor
Annual Audit Letter	To consider the Annual Audit letter and fee update from the External Auditor	Ian Gutsell, Chief Finance Officer
Counter Fraud Annual Report	Annual report on Counter Fraud work	Simon White, Audit Manager – Counter Fraud / Russell Banks, Chief Internal Auditor

Strategic Risk Monitoring	Strategic risk monitoring report – Quarter 4, 2021/22 (01/01/23 – 31/03/23)	Ros Parker, Chief Operating Officer / Ian Gutsell, Chief Finance Officer
Committee Work Programme	Discussion of the future reports, agenda items and other work to be undertaken by the Committee.	Governance and Democracy Officer

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Scrutiny Review and Reference Group Timelines – Overview

Appendix 5

Please note that timelines and dates of meetings may be subject to change due to the evolving nature of scrutiny review and Reference Group work.

	Jun/Jul 22	August 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	March 23	April onwards 23
Scrutiny Reviews										
Procurement (Place)	Main review activity ongoing				Report to Cttee		Report to Cabinet	Report to Council		
ASC Digital (People)	Scoping and TOR agreed	Main review activity				Report to Cttee	Report to Cabinet	Report to Council		
CSD Prevention (People)	Scoping and TOR agreed			Main review activity				Report to Cttee	Report to Cabinet (April) and Council (May)	
ASC inclusion (People)	Scoping and TOR agreed			Main review activity				Report to Cttee	Report to Cabinet (April) and Council (May)	
Highways maintenance (Place)			Scoping and TOR agreed?		Main review activity (TBC)			Report to Cttee (TBC)	Report (TBC) to Cabinet (June) and Council (July)	
School exclusions (People)				Updated scoping (TOR review)	Report to Cttee	Main review activity				
Climate change (Place)				Scoping (TBC)	Report to Cttee	Main review activity (TBC)				
School attendance (People)								Updated scoping	Report to Cttee	Main review activity > (TBC)

	Jun/Jul 22	August 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	March 23	April onwards 23
Reference Groups										
Climate Emergency Action Plan (Place)	Meetings x2		Meeting	Meeting						
Local Transport Plan (Place)	Meeting									
Highways contract re-procurement (Place)			Final meeting (TBC)							
Loneliness and isolation (People)				Final meeting (TBC)						
Health and Social Care Integration Programme (People)					Meeting (TBC)					

Cttee = Committee
TBC = To be confirmed
TOR = Terms of Reference

Report to: Governance Committee
Date of meeting: 29 September 2022
By: Chief Operating Officer
Title: Employee loans and bike salary sacrifice scheme
Purpose: To ask the Governance Committee to consider various changes to the Council's employee loan scheme and its bicycle salary sacrifice scheme

RECOMMENDATIONS

The Governance Committee is recommended to:

- 1. agree that the requirement that employees must have completed their first probationary review be removed for rental deposit loans;**
 - 2. agree to the loan scheme being expanded to allow loans to be issued for employee visa application fees;**
 - 3. agree to the loan scheme being expanded to allow senior managers to approve loans for purposes other than those specified in the policy, provided there is a robust business case to support this; and.**
 - 4. agree to the employee loan limit for bicycles, and for the separate bicycle salary sacrifice scheme, be increased to £5000**
-

1 Background

- 1.1 ESCC offers an employee loan scheme, which can be used for a variety of specified purposes: buying a vehicle or bicycle; driving lessons; rental deposits; and public transport season tickets.
- 1.2 Like all staff benefits, the scheme is intended to support recruitment and retention. Most loans are available on an interest-free basis, therefore helping employees to spread the cost of commuting to work, traveling while on the job, or moving to the county from elsewhere.
- 1.3 The recruitment market is particularly challenging at the moment, and HR is receiving more queries about the scope of the loan policy as it is currently worded. The Policy has therefore been reviewed and proposed changes to the policy are set out below.

2 Rental deposit loans

- 2.1 In 2019, the Committee agreed to the employee loan scheme being amended to allow employees to take out an interest free loan to cover the cost of the deposit on a rented property. (Appendix 1).
- 2.2 At present all employee loans are subject to a general requirement that the applicant must already have completed their first probationary review, which takes place after three months in post.
- 2.3 While not exclusively for this purpose, one of the reasons the loan was introduced was to facilitate recruitment of Newly Qualified Social Workers, by reducing the financial burden of moving into the County from outside the area. HR has recently received some feedback from the Children's Services Department, suggesting that the loan policy would be more effective if new employees could apply for a rental deposit loan shortly after commencing in post.
- 2.4 In practice, due to the time pressures involved in securing a rented property, employees will normally have already incurred the initial cost of their deposit up front,

and will then apply for a loan as a means of reducing the financial burden of paying out such a large lump sum in one go. However, the current probation requirement means that they face a significant wait before being able to benefit from the loan scheme. This means employees may face financial hardship in the meantime, and so reduces the effectiveness of the loan as a recruitment and retention tool.

- 2.5 The probation requirement is intended to provide the organisation with some assurance that the applicant will remain in employment for the foreseeable future, and therefore reduce the risk that they will leave or be dismissed before repaying the loan. However, the financial risk to the organisation is relatively low, at a maximum of £2000 per loan, and the organisation already has robust processes in place to ensure any outstanding debts are recovered when employees leave. Balanced against the benefit of maximising their effectiveness as a recruitment and retention tool, it's proposed that the probation requirement be waived for rental deposit loans.

3 Visa fees

- 3.1 Due to the generally challenging recruitment market and following the UK's withdrawal from the European Union, the Council is sponsoring an increasing number of Visas for overseas workers. In addition to the sponsorship fee that employers pay, individual workers are required to pay a personal application fee including a health surcharge. For example, the application fee for a two year visa in a non-shortage occupation is over £1800. This may represent a significant cost to a new employee, particularly when considered alongside the other costs of moving to a new country.
- 3.2 Expanding the loan scheme to include visa fees as a specified purpose could therefore help support new employees to enter the workforce, which directly supports recruitment and retention.
- 3.3 As with the suggested changes to the rental deposit scheme, the employee will need to bear the initial cost of their visa – there is no expectation that the loan would be paid in advance of the employee commencing in post. However, it would help to lessen the financial burden on the employee. As above, it is also proposed that visa loans are not subject to a requirement for the employee to have completed their first probationary review.

4 Loans for non-prescribed purposes

- 4.1 While the loan scheme is intended to meet a range of needs, it is not exhaustive, and there may be exceptional circumstances where there is a business need to provide employee loans for purposes other than those specified.
- 4.2 For the specified purposes listed in the policy, loans are ultimately approved by the appropriate Assistant Director. However if providing a loan for another reason, it's proposed that the Assistant Director would need to submit a written business case to the Section 151 officer. This would help ensure that loans were only paid following a robust, objective decision making process. Subject to approval, HR will update the employee loan policy and scheme of delegations to reflect this.
- 4.3 Under HMRC rules, employers can provide employee loans for any purpose without attracting any tax liability, provided that the total amount owed by the employee is no more than £10k in any given tax year, or that the loan is subject to a level of interest higher than the HMRC official rate. The existing loan scheme is written on this basis, with a general loan limit of £10k in place with the exception of vehicle loans where the appropriate interest rate is charged instead.
- 4.4 As described above, the organisation already has processes in place to recover any outstanding amounts in the event an employee leaves, so making loans for additional purposes should not represent a significant additional risk.

5 Bicycle loans and salary sacrifice

- 5.1 The employee loan scheme also allows employees to take out a loan for a bicycle, to be used for commuting and business travel. In addition, the Council offers a 'cycle to work' bicycle salary sacrifice scheme, which provides additional savings compared to a conventional purchase.
- 5.2 Both schemes currently have a spending limit of £3000. The limit was last revised in 2021, in order to facilitate employee access to electric bicycles which make longer business journeys more feasible. However, the current limit still only allows access to a fairly narrow range of electric bikes – this has been exacerbated by rising inflation and ongoing shortages caused by the pandemic.
- 5.3 While the average employee spend is still around £1500, HR has received several requests to consider a higher bike scheme limit. Facilitating these requests would help enhance an already popular staff benefit and support the Council's work to promote greener staff travel. However it is not anticipated that it would generate a significant additional financial burden for the Council. The Head of Finance has been consulted on this change, and is supportive of it.

Ros Parker
Chief Operating Officer

Contact Officers:
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Head of HR&OD Services
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Agenda item	
Report to:	Governance Committee
Date:	20 September 2019
By:	Chief Operating Officer
Title of report:	Proposed amendments to the Employee Loans Policy and the Scheme of Delegation to Officers
Purpose of report:	To seek the Committee's approval for the introduction of an additional loan scheme for employees and related amendments to the scheme of delegated authorities

Recommendations

The Governance Committee is recommended to:

- Approve the scope of the employee loans policy being extended to provide for funding a rental deposit and associated costs for employees of the County Council; and recommend the County Council to agree to amend the Scheme of Delegation to Officers as set out in paragraph 2.5 of this report
-

1. Background

- 1.1. The County Council has a range of schemes under which employees can request a loan:
 - bicycle purchase
 - public transport season ticket
 - car purchase
 - learning to drive.
- 1.2. Following a recent round of recruitment of social workers, some Newly Qualified Social Workers (NQSWS) reported difficulty in funding a rental deposit when looking to accept roles with the Council. As a result of discussions between HR & OD and social work managers, it is proposed to introduce an additional purpose for employee loans to support with this, available to all staff (not just NQSWS).

2. Supporting information

Additional loan purpose

- 2.1. The additional purpose for loans to employees would be for paying a rental deposit and associated costs such as referencing. The Council is permitted to use its funds for these purposes and there would be no costs to the organisation beyond administration of the loans.
- 2.2. The terms and conditions of the scheme would mirror those of the other existing schemes. Notably, a loan would be offered at 0% interest (of the current schemes, only vehicle loans – which tend to be of higher value – attract any interest). As with all other employee loans, evidence such as a receipt would be required from the employee that they have used the money for the intended purpose.

- 2.3. While the issue which has prompted these proposals relates to NQSWs, it is recommended that the scheme is made available to all staff. Whilst recognising that there are well documented national social worker recruitment and retention issues, this will also be a tool which could support recruitment and retention of staff in a range of scenarios, such as:
- those who have recently left full-time education with significant debts
 - those looking to leave the parental home for the first time to move geographically closer to their place of work
 - those dealing with the breakdown of a family unit such as a divorce.

Scheme of Delegation to Officers

- 2.4. The current Scheme of Delegation to Officers contains the following delegation:

In accordance with the policy of the County Council to authorise...

e) an employee to use his/her private vehicle on official business and, in consultation with the Director of Communities, Economy and Transport and Chief Operating Officer, to grant applications for loans under the County Council’s Assisted Car Purchase Scheme.

- 2.5. The Assisted Car Purchase Scheme has been replaced by the opportunity to apply for a loan to purchase a car under the employee loan policy. In practice, there is no involvement for the Director of Communities, Economy and Transport or the Chief Operating Officer in the approval of employee car loans. It is therefore proposed to amend the Scheme of Delegation to Chief Officers as set out below

Current	Proposed
8. In accordance with the policy of the County Council to authorise... e) an employee to use his/her private vehicle on official business and, in consultation with the Director of Communities, Economy and Transport and Chief Operating Officer, to grant applications for loans under the County Council’s Assisted Car Purchase Scheme	8. In accordance with the policy of the County Council to authorise... e) an employee to use their private vehicle on official business f) approval of applications for loans to employees in accordance with the Employee Loans Policy

3. Conclusions and recommendations

- 3.1. Introducing the additional purpose for loans would serve to support the recruitment and retention of employees across a range of scenarios. It would mirror an existing set of business processes and as such requires no additional resourcing.

Kevin Foster
Chief Operating Officer, Business Services

Contact Officers:

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Patrick Galpin, HR Consultant 01273 482276 patrick.galpin@eastsussex.gov.uk

Report to:	Governance Committee
Date of meeting:	29 September 2022
By:	Assistant Chief Executive
Title:	Amendment to Constitution – Health and Wellbeing Board Terms of Reference
Purpose:	To seek approval to amend the Terms of Reference of the Health and Wellbeing Board to reflect changes in membership of NHS England and NHS provider trusts

RECOMMENDATION:

To recommend the County Council approve the revised Health and Wellbeing Board Terms of Reference set out at appendix 1 to the report and that the Constitution be amended accordingly.

1 Background

1.1 The Health and Social Care Act 2012 established Health and Wellbeing Boards as statutory committees of all upper tier local authorities in England and prescribed the Boards' functions and membership.

1.2 Section 197 of the Act requires a Health and Wellbeing Board to have a member representing NHS England when it considers certain matters, including preparing the Joint Strategic Needs and Assets Assessment (JSNAA) and local health and wellbeing strategy, and considering a matter that relates to the exercise or proposed exercise of the commissioning functions of NHS England. S.197(5) permits that person to be someone who is not a member or employee of NHS England, with the agreement of the Health and Wellbeing Board.

1.3 The Health and Care Act 2022 established Integrated Care Boards (ICBs) across England on a statutory basis from 1 July 2022, replacing Clinical Commissioning Groups (CCG) as the local NHS commissioning organisations. ICBs form part of local Integrated Care Systems bringing together ICBs, upper tier local authorities and NHS providers, primary care providers and the voluntary, community and social enterprise sector.

1.4 ICBs cover a wider footprint than the predecessor organisations; NHS Sussex is the ICB covering East Sussex, West Sussex and Brighton & Hove and replaces three CCGs. Most local commissioning within ICBs will be undertaken at 'place' level, however, which corresponds to the three local authority boundaries.

1.5 NHS Sussex has also taken on primary care commissioning functions from NHS England – including General Practice, community ophthalmology, pharmacy and dentistry – which are planned to be commissioned at place level.

1.6 The Health and Wellbeing Board has a role to provide whole system leadership and strategic influence over commissioning in East Sussex, including ensuring commissioners have regard to and contribute to the delivery of the Joint Local Health and Wellbeing Strategy. Under the new commissioning arrangements, HWBs in Sussex will focus their role on overseeing place-based commissioning.

1.7 The Chief Executives of three NHS provider trusts are currently members of the East Sussex Health and Wellbeing Board – East Sussex Healthcare NHS Trust (ESHT), Sussex Partnership NHS Foundation Trust and Sussex Community NHS Foundation Trust. Under the local ICS arrangements providers will work more closely together and with commissioners through local place-based partnerships.

2 Supporting information

2.1 Given the new commissioning structure and transfer of primary care commissioning functions from NHS England to the ICB, NHS England is unlikely to undertake significant commissioning activity at a 'place' level in the future. Consequently, NHS England intends to withdraw membership of the Health and Wellbeing Board, and NHS Sussex proposes that its three members represent NHS England on the Health and Wellbeing Board to fulfil the requirements of the 2012 Act. Similar arrangements are already in place at a number of other Health and Wellbeing Boards locally and nationally given the practical difficulties of NHS England attending multiple local authority Boards.

2.2 In addition, in view of the creation of the ICB and the three underpinning 'place' based partnerships in East Sussex, Brighton & Hove and West Sussex bringing local commissioners and providers together as part of the wider ICS, it is proposed that one NHS provider trust Chief Executive represents all local providers on each of the three Health and Wellbeing Boards in Sussex. For East Sussex this is proposed to be the Chief Executive of ESHT.

2.3 In light of the requests from NHS England and the three provider trusts to rationalise their membership of the HWB in order to reflect the new commissioning arrangements under the 2022 Act, there is a need to update the Terms of Reference of the Health and Wellbeing Board to reflect the amended membership.

2.4 Proposed changes to the existing Terms of Reference are shown at appendix 1. In summary these comprise:

- Removal of NHS England, Sussex Partnership NHS Foundation Trust and Sussex Community NHS Foundation Trust as members of the Board;
- Addition of a notification that NHS Sussex will represent NHS England on the Board;
- Addition of a notification that ESHT will provide representation on the Board for all NHS provider trusts delivering services in East Sussex; and
- Removal of Maidstone and Tunbridge Wells NHS Trust and University Hospitals Sussex NHS Foundation Trust as invited observers.

2.5 The revised terms of reference will reduce the number of members on the HWB from 17 to 14 and invited observers from 9 to 7. The quorum will remain as half the membership (now 7 members) including at least one elected Member of the County Council and one representative of NHS Sussex.

3 Conclusion and reasons for recommendation

3.1 The proposed changes to the Health and Wellbeing Board terms of reference will more closely align the membership of the Board with new commissioning arrangements within the Integrated Care System.

3.2 The Governance Committee is recommended to recommend the County Council to agree to the revised Terms of Reference set out at appendix 1 to the report and that the Constitution be amended accordingly.

PHILIP BAKER
Assistant Chief Executive

Contact Officer: Harvey Winder Tel: 01273 481796
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Local Member: All

Background Documents: None

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15. Health and Wellbeing Board

The East Sussex Health and Wellbeing Board (the Board) includes representation from all bodies in East Sussex with major responsibilities for commissioning and providing health services, public health and social care.

Membership

- 4 Members* of the County Council chosen by the Leader of the Council
- 2 Members* representing the five District and Borough Councils
- East Sussex County Council Director of Public Health
- East Sussex County Council Director of Adult Social Care and Health
- East Sussex County Council Director of Children's Services
- Chief Executive of East Sussex Healthcare NHS Trust**
- ~~Chief Executive of Sussex Community NHS Foundation Trust~~
- ~~Chief Executive of Sussex Partnership NHS Foundation Trust~~
- 3 representatives of NHS Sussex (the NHS Integrated Care Board)***
- ~~One representative of NHS England South~~
- One representative of Healthwatch East Sussex****

Footnotes;

* To avoid conflict of interest Members must be different from the Health Overview and Scrutiny Committee Member.

** The Chief Executive of East Sussex Healthcare NHS Trust represents all NHS provider trusts operating in East Sussex

*** The NHS Sussex representatives also provide representation on behalf of NHS England - South East

**** To avoid conflict of interest Healthwatch East Sussex will not be members of the Health Overview and Scrutiny Committee or any Council Scrutiny Committee.

The Board will be chaired by an elected Member of East Sussex County Council.

A Deputy Chair will be chosen from among the NHS Sussex representatives.

The quorum for a Board meeting shall be half of the membership including at least one elected Member of the County Council and one representative of NHS Sussex.

In the event of equal votes the Chair will have the casting vote. All members of the Board will be entitled to vote.

Observers

In addition to the members listed above, additional non-voting observers from relevant agencies will be invited attend to assist in achieving the Board's objectives. The invited observers with speaking rights are:

- One member* from each of the 3 borough and district councils within East Sussex that are not voting representatives
- Chief Executive of East Sussex County Council
- One representative of the East Sussex Voluntary, Community and Social Enterprise Sector
- ~~Chief Executive of University Hospitals Sussex NHS Foundation Trust~~
- ~~Chief Executive of Maidstone and Tunbridge Wells NHS Trust~~
- Sussex Police and Crime Commissioner
- Chief Fire Officer, East Sussex Fire and Rescue Service

Role and Function

- To provide whole system leadership for the health and wellbeing of the people of East Sussex and the development of sustainable and integrated health and care services.
- To provide strategic influence over the commissioning and provision of health, public health and social care services in East Sussex.
- To strengthen democratic legitimacy by involving democratically elected representatives and patient representatives in commissioning and provision decisions across health and social care and provide a forum for challenge, discussion, and the involvement of local people.
- To bring together the NHS, the County Council and others to develop a shared understanding of the health and wellbeing needs of the community using robust and up to date evidence.
- To drive local commissioning and delivery of health care, social care and public health and create a more effective and responsive local health and care system that reduces the need for health and social care in the longer term and/or prevents the need for a more expensive service.
- To jointly undertake responsibilities for addressing population health need and to work together to inform strategic planning of health and social care, through oversight of integrated investment plans including the Better Care Fund and Improved Better Care Fund
- To undertake any other responsibilities delegated to the Board.

These functions will be delivered through the following activities:

Identify needs and priorities

1. Publish and refresh the East Sussex Joint Strategic Needs and Assets Assessment (JSNAA), using a variety of tools, evidence and data including user

experience, to ensure that the JSNAA supports commissioning and policy decisions and identification of priorities.

Deliver and review the Joint Local Health and Wellbeing Strategy

2. Review and update the Joint Local Health and Wellbeing Strategy regularly to ensure the identified priorities reflect the needs of East Sussex and that it clearly explains our joint purpose to residents, communities, staff and volunteers in all organisations
3. Ensure the County Council, NHS Sussex and NHS providers have regard to and contribute to the delivery of the Joint Local Health and Wellbeing Strategy and integrate its agreed objectives into their respective plans.
4. Ensure the Sussex Health and Care Assembly (the Integrated Care Partnership) builds on and aligns with the priorities and goals of the Joint Local Health and Wellbeing Strategy and JSNAA, including through the development of the Integrated Care Strategy for Sussex.
5. Review recommendations from the East Sussex Health and Social Care Executive Group with regard to transforming services and the overall strategic investment patterns to meet population health needs and deliver outcomes, reflecting national policy where this is appropriate.
6. Oversee and hold partners to account for the implementation of agreed plans.

Ensure achievement of outcomes

7. Communicate and engage with local people about how they can achieve the best possible quality of life and be supported to exercise choice and control over their personal health and wellbeing.
8. Have oversight of the use of relevant public sector resources across a wide spectrum of services and interventions, with greater focus and integration across the outcomes spanning healthcare, social care and public health.
9. Work in partnership with the Sussex Health and Care Assembly to:
 - Support and promote greater integration and collaboration across health and social care;
 - Support co-ordination of the strategic direction for meeting the broader health, public health and social care needs of the population of Sussex; and
 - Improve outcomes for East Sussex residents.
10. Have a relationship with the East Sussex Strategic Partnership to strengthen the engagement of a wider range of stakeholders in all determinants of health.

Reporting

11. Propose recommendations regarding the work of the Health and Wellbeing Board to:

- East Sussex County Council;
- NHS Sussex; and
- NHS provider Trusts

12. Direct issues to and receive reports from the appropriate Scrutiny Committees of the County Council, the East Sussex Strategic Partnership and the Sussex Health and Care Assembly.