

## **ANGUS COUNCIL**

MINUTE of MEETING of the **SCRUTINY AND AUDIT COMMITTEE** held remotely on Tuesday 24 August 2021 at 2.00pm.

**Present:** Councillors ALEX KING, BILL DUFF, JULIE BELL, BRIAN BOYD, KENNY BRAES, LYNNE DEVINE, BEN LAWRIE, MARK MCDONALD, IAN McLAREN, BOB MYLES, MARK SALMOND and BETH WHITESIDE.

Councillor KING, Convener, in the Chair.

Prior to the commencement of the business, the Convener intimated that a request for a deputation had been received in relation to Inglis Court, Edzell. He thereafter indicated that he would be proposing to alter the order of business.

### **1. APOLOGIES/SUBSTITUTES**

There were no apologies intimated.

### **2. DECLARATIONS OF INTEREST**

Councillor Bell declared a non-financial interest in Item 10 (Report 255/21) as a Council appointed Board member to VAA and AHSCP IJB. She indicated that she had a general exclusion and a specific exclusion respectively and would participate in any discussion and voting on the item.

Councillor Braes declared a non-financial interest in Item 17 (Report 262/21) in that he had responded to correspondence on the issues of Inglis Court and also knew many who had signed the Petition, and would participate in any discussion and voting on the item.

Councillor Devine declared a non-financial interest in Item 6,8 and 10 (Report 251/21, 253/21 and 255/21) in that she was a Council appointed Board member of ANGUSalive, and indicated that she had a specific exclusion, also Item 17 (Report 262/21) in that she had replied in general terms to email and would participate in discussion and voting on these items.

Councillor Duff declared a non-financial interest in Item 6,8 and 10 (Report 251/21, 253/21 and 255/21) in that he was a Council appointed Board member of ANGUSalive. He indicated that he had a specific exclusion and would participate in any discussion and voting on these items.

Councillor Myles declared a non-financial interest in Item 12 (Report 257/21) in that he was a Board member of AHSCP Integration Joint Board and indicated that he had a specific exclusion, also Item 17 (Report 262/21) in that he knew many who had signed the Petition. He indicated that he would participate in discussion and voting on these items.

*Thereafter, the Committee agreed in accordance with the provisions of Standing Order 37(2), to change the Order of Business which would now be considered in the following order.*

At this stage, the Convener intimated that in terms of Report 262/21 that he would be proposing that the matter be referred to Angus Council because its significance required a debate.

He thereafter advised the terms of the request for deputation received from Mrs Sarah Turner and indicated that he was of the opinion that the terms and subject of the request for deputation did not apply to Report 262/21 and moved that the request for deputation should not be heard, there being no seconder to the Motion, the Committee agreed the request for a deputation.

### **3. REQUEST FOR DEPUTATION**

Mrs Turner intimated that she did not wish to express views on policies, politics, finances or carbon emissions. She thereafter advised of the frustrations that nobody was interested in the human element and as someone who had collected a considerable amount of signatures on the petition, she was now unsure how to take the matter forward. She advised that those who had signed the Petition were angry, upset and cross with Angus Council in terms of the procedural process. She conveyed her request for someone to listen to the truth regarding Inglis Court.

Following the deputation, and having heard from the Convener, also from a number of members who intimated that they would also welcome the proposal for the Petition to be referred to Angus Council, Mrs Turner was advised she could present her deputation there.

### **4. PETITION – INGLIS COURT, EDZELL**

There was submitted Report No 262/21 by the Director of Legal and Democratic Services advising members of a Petition which was received in connection with Inglis Court, Edzell.

The Report indicated that on 28 July 2021, a Petition signed by approximately 745 people included approximately 19 signatories from outwith the Angus area was lodged with Angus Council.

The Petition was headed “Petition to Angus Council Regarding Inglis Court, Edzell”.

The Committee agreed to refer the matter to Angus Council where in the view of the Committee, its significance required a debate.

*At this point, the Deputation left the meeting.*

### **5. MINUTE OF PREVIOUS MEETING**

The minute of meeting of this Committee of 1 June 2021 was approved as a correct record and signed by the Convener.

### **6. SCOTTISH FIRE AND RESCUE SERVICE – QUARTERLY MONITORING REPORT FOR THE PERIOD 1 APRIL 2021 TO 30 JUNE 2021**

With reference to Article 4 of the minute of meeting of this Committee of 1 June 2021, there was submitted Report No 249/21 by Stephen Wood, Local Senior Officer, Scottish Fire and Rescue Service, containing performance information relating to quarter one (1 April to 30 June) of 2021 on the performance and activities in support of the priorities in the Local Fire and Rescue Plan for Angus 2020 and the wider community planning priorities.

Attached as an Appendix to the Report was the detailed breakdown and analysis of all data collected during the reporting period which also included an overview of a range of community safety engagement events and partnership working. The Report also provided context to the performance of the Scottish Fire and Rescue Service in the Angus area against indicators and targets. Appendices 1 and 2 outlined the Community Safety Engagement Programmes and Notable Events.

Stephen Wood, Local Senior Officer advised that Scottish Fire and Rescue Services had launched the Time for Change: Reducing Unwanted Fire Alarm Signals Consultation which would be open until 11 October 2021. He highlighted that the proposal would significantly change the way the services responded to automatic fire alarms in non-domestic premises and thereafter provided an overview of the proposals. He also intimated that an information session would be provided to elected members in due course. An overview was also provided in relation to the performance summary.

Thereafter, the Group Commander summarised the 2021/22 quarter one activities and provided a detailed overview of some of the performance highlights of the 12 headline indicators and targets, highlighting accidental dwelling fires, non-domestic building fires, road traffic collisions, unwanted fire alarm signals, deliberate primary and secondary fires. He also provided detail relating to the 57 special services, and in terms of the consultation, invited members to take up the invitation to the information session.

Councillor Myles suggested that consideration should be given to changing the terminology in relation to the use of "Unwanted" in respect of Unwanted Fire Alarm Signals.

Councillors Myles, Whiteside, Devine and Braes raised questions and comments in relation to the Women's British Open at Carnoustie, proposals for a new road safety education strategy, anti-social behaviour of residents, linked fire alarms and smoke detectors including criteria and list of contractors, and water related incidents, thereafter, in response, the Group Commander and Local Senior Office provided an update.

The Committee agreed to note the performance of the Scottish Fire and Rescue Service as outlined in the quarterly monitoring Report for the period 1 April 2021 to 30 June 2021.

*At this point, the Scottish Fire and Rescue Service representatives left the meeting.*

## **7. INTERNAL AUDIT ACTIVITY UPDATE**

With reference to Article 6 of the minute of meeting of this Committee of 1 June 2021, there was submitted Report No 250/21 by the Service Leader - Internal Audit providing the Internal Audit Activity update on the main findings of the Internal Audit Report issued since the date of the last meeting.

The Report presented the progress with the Internal Audit activity within the Council from June 2021 to 16 August 2021, provided an update on progress with the planned audit work and progress with implementing internal audit and counter fraud recommendations.

Four Internal Audit Reports had been issued since the last meeting, in relation to:-

- I-Pay
- Council Tax
- Data Analysis/Continuous Auditing – Payroll & Creditors (April to June 2021)
- IJB Audit – Charging for Services process

The Service Leader – Internal Audit provided a summary and highlighted the key areas of the Report.

Councillor Devine intimated that the summary of assurances outlined in Section 4 of the Report was useful, but intimated that it was also beneficial to have the information available at the end of each audit.

Thereafter having heard from Councillors Devine and Bell in terms of the proposal to carry forward the Participatory Budgeting Audit into the 2022/23 plan and the scope of the audit and the benefits of reviewing the original process, the Service Leader – Internal Audit provided an update and intimated that she would liaise with the service and work with them to ensure the audit was progressed timeously.

Having heard from Councillor Duff in relation to the rationale behind the carry forward proposal in respect of the Participatory Budgeting Audit, the Committee agreed:-

- (i) to note the update on progress with the planned Internal Audit work;
- (ii) to remove Participatory Budgeting from the set plan for 2021/22 as outlined in Appendix 1 to the Report;

- (iii) to note management's progress in implementing internal audit and counter fraud recommendations;
- (iv) to note the action proposed by the IJB in response to the IJB Review of Charging consultancy audit, a summary of which was included in Appendix 1 to the Report and also noted in Section 4 of the Report;
- (v) that the feedback on the summary be included at Section 4 and included in future reports, and
- (vi) to note that the contract for IT audit support with Azets had been extended for the fourth and final year of the current contract and that a review to consider future IT audit support needs and options for delivery was underway, as outlined in Section 5 of the Report.

## **8. ANNUAL GOVERNANCE STATEMENT ASSURANCES**

With reference to Article 9 of the minute of meeting of this Committee of 1 June 2021, there was submitted Report No 251/21 by the Chief Executive, advising members of governance assurances in respect of those organisations included in the Council's group accounts; and also provided the wording to be included in draft letters of assurance from the Convener on behalf of the Scrutiny and Audit Committee to Angus Health and Social Care Integration Joint Board (IJB) and Angus Alive for approval.

The Report indicated that Section 6 of the Report noted that the final Annual Governance Statement required to reflect the governance arrangements of the "Group" which, for the year to 31 March 2021, included Tayside Valuation Joint Board (TVJB), Tayside Contracts, ANGUSalive and Angus Health and Social Care Partnership. Assurances had not been received at the time when Report 180/20 was written.

Sections 4.2 to 4.5 of the Report summarised the assurances in respect of those organisations included in the Council's group accounts.

The Chief Executive provided an overview of the Report.

The Committee agreed:-

- (i) to note the current position with assurances relating to Angus Health & Social Care Integration Joint Board (IJB), Tayside Contracts, Tayside Valuation Joint Board (TVJB) and Angus Alive, and determined that there were no amendments required to the Council's draft Annual Governance Statement, appended as Appendix 1 to the Report;
- (ii) to note that part of the assurances from Tayside Contracts in relation to their Internal Audit Annual Report would not be authorised until after their Board meeting on 30 August 2021;
- (iii) note that assurances from Angus Alive in relation to their Internal Audit Annual Report and the assurance letter from the Chair of their Finance & Audit Sub-Committee would not be authorised until after their meeting in September 2021;
- (iv) to delegate authority, as a result of the timings of (ii) and (iii) above, to the Director of Strategic Policy, Transformation & Public Sector Reform, following consultation with the Convener of the Scrutiny & Audit Committee, to update the Angus Council's draft Annual Governance Statement if required, once the relevant information was available from Tayside Contracts and Angus Alive; and
- (v) to authorise the Convener of the Scrutiny and Audit Committee on behalf of the Committee to write to Angus Health & Social Care Integration Joint Board (IJB) and Angus Alive confirming the adequacy and effectiveness of the Council's governance arrangements.

## **9. LOCAL GOVERNANCE IN SCOTLAND - FINANCIAL OVERVIEW 2019/20 AND OVERVIEW 2021**

With reference to Article 6 of the minute of meeting of Angus Council of 24 June 2021, there was submitted Joint Report No 252/21 by the Director of Finance and Director of Strategic Policy, Transformation and Public Sector Reform covering the Accounts Commission's Local Government in Scotland Overview reports, Financial Overview of 2019/20 and the 2021 Overview.

The Report provided a high-level independent analysis of the financial performance of Councils during 2019/20 and their financial position at the end of that year. It also looked ahead and commented on the financial outlook for Councils and IJBs. The 2021 Overview Report was the first in a series of reports that would reflect the evolving and long-term nature of the impact of Covid-19 and also considered the initial response phase of the pandemic from March 2020.

The Director of Finance provided an overview of the Report.

The Convener highlighted that the Report was too comprehensive and that an executive summary should be provided in future reporting.

Having heard from some members who requested that the appendices should remain in future reporting, the Committee agreed:-

- (i) to note the content of the Accounts Commission's 2019/20 Financial Overview Report for Local Government, appended as Appendix A to the Report; and
- (ii) to note the content of the Accounts Commission's 2021 Overview Report for Local Government, appended as Appendix B to the Report;
- (iii) to note that the Reports were about Local Government in Scotland as a whole rather than Angus Council specifically; and
- (iv) that an executive summary be provided in future Reports and that the use of hyperlinks should also be considered.

## **10. 2020/21 UNAUDITED ANNUAL ACCOUNTS**

With reference to Article 10 of the minute of meeting of Angus Council of 24 June 2021, there was submitted Report No 253/21 by the Director of Finance, outlining the Council's 2020/21 unaudited Annual Accounts, which as required by law had been submitted to the Controller of Audit for audit purpose.

The Report indicated that the findings from the audit work and ISA 260 Report for Angus Council would be incorporated into the Annual Report to Members and that it was currently anticipated would be considered by the Scrutiny and Audit Committee on 26 October 2021.

A final review of the financial position confirmed that an adjustment of £0.115m was required to be processed in the financial ledger for School Fund Balances. The adjustment had reduced the reported General Fund Reserve of £45,717m to £45,602m and also reduced the reported uncommitted General Fund balance of £6,206m to £6,091m.

Having heard from Councillor Duff in relation to the information contained within Figure 1 of the Appendix relating to the deficit on provision of services transferred to the General Fund Reserve, the Service Leader – Finance provided an update and confirmed that he would further review some of the titles to incorporate additional wording, where possible, for future reporting.

Appendix 1 to the Report provided a summary of the revised updated financial position.

The Committee agreed to note the Angus Council 2020/21 Unaudited Annual Accounts.

## **11. INTERIM MANAGEMENT REPORT 2020/21**

With reference to Article 10 of the minute of meeting of this Committee of 25 August 2020, there was submitted Report No 254/21 by the Director of Finance providing Audit Scotland's Interim Management Report which contained a summary of the key issues identified during the interim audit work carried out at Angus Council for the Committee's review.

The Report indicated that the audit work had included testing key controls within the financial systems to gain assurances over the processes and systems used in preparing the annual accounts. A copy of the Management Report 2020/21 was attached as Appendix 1 to the Report.

Rachel Browne, Senior Audit Manager, Audit Scotland provided an overview of the Report.

The Committee agreed to note the contents of the Report.

## **12. CORPORATE RISK AND RISK MANAGEMENT**

With reference to Article 9 of the minute of meeting of this Committee of 26 January 2021, there was submitted Report No 255/21 by the Chief Executive providing an update on the work being undertaken to embed the Council's Risk Management Framework and a reviewed and updated Corporate Risk Register for consideration.

A revised version of the Tayside Integration Joint Boards (IJBs) Risk Management Framework was detailed in Appendix 3 to the Report.

The Report indicated that the two-yearly review of the Council's Risk Management Strategy was underway with particular emphasis given to developing the Council's risk appetite. Appendices 1 and 2 detailed the Corporate Risk Dashboard and Corporate Risk Report.

The Chief Executive provided an overview of the Report and intimated that the corporate risk register was reviewed regularly by the Corporate Leadership Team, and the risks managed effectively.

Having heard from Councillors Braes, Devine and Bell in relation to Participatory Budgeting, EU Exit, Climate Change and Lean, and in response the Chief Executive and the Director of Strategic Policy, Transformation and Public Sector Reform provided an update.

The Committee agreed:-

- (i) to note the ongoing work to take Risk Management forward;
- (ii) to note the Corporate Risk Register Dashboard and all risks contained therein; and
- (iii) to note the revised IJB Risk Management Framework.

## **13. PROPOSED DETAILED RISK REPORTING TO SCRUTINY AND AUDIT COMMITTEE**

With reference to Article 14 of the minute of meeting of this Committee of 1 June 2021, there was submitted Report No 256/21 by the Service Leader – Internal Audit summarising Officers' proposals to present detailed risk information to the Scrutiny and Audit Committee and to seek Members' agreement to the proposals.

The Report indicated that the Council's CLT had considered an options appraisal, proposed process and had agreed the proposals outlined in the Report. The presentation timetable for 2021/22 was based on the Corporate Risk Register at August 2021, which covered one risk that was new at January 2021 and the three highest scoring risks, at that stage.

The Committee agreed:-

- (i) the proposed process for presenting detailed Risk information to the Committee; and

- (ii) the programme of Risks to be presented through to March 2022.

Having agreed the recommendations of the Report, the Director of Finance provided an overview of the Financial Sustainability Risk highlighting the keys areas including the serious consequences for the Council and service provision should the risk not be managed, the Council's latest Medium Term Budget Strategy, including the funding gap of £23m, which required new savings to be identified, in addition to the £71.3m of savings already implemented since 2013. He also provided further context in relation to the existing and additional controls and actions to reduce the existing Risk Likelihood and Risk Impact Scores, and the additional new actions related to the preparation of a long term financial strategy for the Council; and the development of a clear plan for the use of COVID 19 funding provided to the Council.

In summary, financial sustainability continued to be an enormous challenge for the Council, particularly given the funding restrictions and savings already made, with steps being taken, where possible, to mitigate and manage the risk. Future savings would be substantial and may impact service delivery, and intimated that the Change Programme's aimed to drive out efficiencies to ensure that the financial impact on service delivery was limited. On a positive note, he highlighted that the risk had been managed successfully for a number of years and emphasised that the financial sustainability risk would remain a high priority risk for members and officers into the future.

#### **14. ANGUS HEALTH AND SOCIAL CARE PARTNERSHIP ANNUAL PERFORMANCE REPORT**

With reference to Article 5 of the minute of meeting of this Committee of 24 September 2019, there was submitted Report No 257/21 by the Chief Officer providing an update to the Committee on the progress made in delivering the strategic plan and the effect of Angus Health and Social Care Partnership (HSCP) activity on performance during 2020/21.

The Report built on previous performance reports presented to the Scrutiny and Audit Committee, and demonstrated the impact of some of the improvements being made across the HSCP and how progress was being made towards delivering the vision, strategic shifts and planned improved outcomes for the people of Angus.

The focus for Angus HSCP's was on health improvement and disease prevention including addressing health inequalities, building capacity within communities, supporting carers and supporting the self-management of long-term conditions.

The Head of Community Health and Care Services provided an overview and highlighted the key areas of the Report.

Councillors Myles and Devine raised questions in relation to KOMP telecare, AIDARS particularly around the increase in substance misuse by young people during lockdown, increase in personal care hours for people over 65, and prescribed items for anxiety and depression, and the number of beds lost to delayed discharge and complex delays, and in response, the Head of Community Health and Care Services and the Principal Planning Officer, AHSCP provided a detailed updated.

The Committee agreed:-

- (i) to note the published Annual Performance Report 2019/2020 for information (previously delayed by Scottish Government due to Covid-19 pandemic);
- (ii) to note the current performance within Angus HSCP for 2020/2021; and
- (iii) to note that work to progress further improvement, where the targets had not been achieved, was captured within the existing improvement/action plan.

**15. ANGUS INTEGRATED CHILDREN'S SERVICES CORPORATE PARENTING PROGRESS REPORT 2017 – 2021 AND PLAN 2021 – 2024**

With reference to Article 4 of the minute of meeting of the Children and Learning Committee of 18 May 2021, there was submitted Report No 258/21 by the Depute Chief Executive, Angus Council and Chair of Angus Corporate Parenting Board, presenting a Report on progress made toward delivering the objectives of the 2017 – 2020 Corporate Parenting Plan which was extended to 2021; A refreshed Corporate Parenting Plan (The Angus Promise Plan) for 2021 – 2024, taking account of national developments relating to The Promise, was provided for members scrutiny, prior to being presented to Angus Council for approval.

The Report indicated that the Children and Young People (Scotland) Act 2014, Part 9, set out Corporate Parenting responsibilities. Named bodies (of which the Council was one) must establish a plan to deliver supports and services to children and young people who were looked after, or had previously been looked after, and must report on the plan periodically. The Angus Corporate Parenting Board had been established on a multi-agency basis and comprised a wide range of representatives, including a number of individual elected members. Since 2017, the Corporate Parenting Board had a joint plan.

The Depute Executive and Chair of the Angus Corporate Parenting Board provided an overview of the key areas of the Corporate Parenting Progress Report 2017-2020 and the Angus Promise Plan 2021-2024.

The Service Leader – Child Protection and Review responded to Councillor Devine's question relating to the low uptake and barriers around the pilot scheme introduced in Arbroath with ANGUSalive for free family access to gym and pool facilities for care experienced children and young people.

Councillor Bell in welcoming the Report also highlighted the valued approach taken in relation to care experienced children and young people. She also raised whether there would be an opportunity for an "older" young person who had been through the system, and if appropriate, for them to be invited to share their direct experience with the Committee in future.

The Committee agreed:-

- (i) to note the Angus Corporate Parenting Progress Report 2017-2020, extended to March 2021; and
- (ii) to note the Angus Promise Plan 2021-2024: Getting it Right for Care Experienced Children, Young People, and their Families.

**16. ANGUS CHILD PROTECTION COMMITTEE ANNUAL REPORT APRIL 2019 - JULY 2020**

With reference to Article 9 of the minute of meeting of this Committee of 21 January 2020, there was submitted Report No 259/21 by the Chief Executive, Angus Council and Member of Angus Chief Officers' Group presenting the Angus Child Protection Committee Annual Report for April 2019 to July 2020.

The Report indicated that Chief Officers across Scotland were individually and collectively responsible for the leadership, direction and scrutiny of their respective child protection services and their Child Protection Committees. In Angus, the Child Protection Committee reports directly to the Chief Officers' Group. A number of Angus Council services were members of the Child Protection Committee reflecting both the multi-faceted nature of risk and the whole system responsibility to support its mitigation.

Section 4 of the Report outlined a number of key areas including the focus on participation and co-production, key trends identified, and areas for development and progression.

The Independent Chair highlighted the key headlines areas of the Annual Report, in relation to the significant increase in demand on frontline services with rises in referrals that required



follow up actions; significant increase in domestic abuse cases, 46.4% compared to 30.9% in the previous year; and the rise in parental alcohol misuse cases, 16.7% compared to 5.5% in the previous year. She also highlighted the strategic goals, challenges and statistical information relating to CPO's, ICR/SCR's, Early Screening Assurance Group, and Pre-Birth Allocation Meeting Review (PRAM).

Councillors Bell, Braes and Whiteside in commending the Report, also raised questions in relation to the work around consent and the reporting timeframe, and in response, the Independent Chair and Service Leader – Child Protection Review provided an update.

The Committee agreed:-

- (i) to note the contents of the Angus Child Protection Committee (ACPC) Annual Report April 2019 to July 2020, as appended to the Report; and
- (ii) to note the key trends and areas for development emerging from the Report.

#### **17. ANNUAL CHIEF SOCIAL WORK OFFICER REPORT 2020-2021**

With reference to Article 8 of the minute of meeting of Angus Council of 10 September 2021, there was submitted Report No 260/21 by the Director of Children, Families and Justice Service and Chief Social Work Officer presenting the Angus Council Chief Social Work Officer Annual Report for 2020 to 2021.

The Report indicated there was a requirement to ensure oversight and accountability within the local authority for all social work and social care services, including those delegated to the Integration Joint Board.

The Report provided an overview of how Angus Council delivered a wide range of social work and social care services during 2020/21 and highlighted that the 2020/21 Report covered a year where the impact of Covid-19 had been felt by all individuals and families throughout Angus.

The Chief Social Work Officer provided an update and intimated that today's agenda had not solely focussed on social work activity but also emphasised the wider connectivity across a number of Council priority areas in supporting the continued recovery from the COVID-19 pandemic in the future. Council staff, carers and local providers had worked together to continue to promote positive outcomes for children, adults, families and communities throughout the challenging times and also commended the work and support provided by the third sector and wider community. An overview of the summary of performance during 2020/21 was also provided.

Councillor Devine in commending the Report also conveyed her gratitude to the staff.

Following questions from Councillors Devine and Duff in relation to Pre-birth Resource Allocation Meetings (PRAM), Aberlour Sustain Service and workforce, in response, the Chief Social Work Officer provided an update and indicated that she would also liaise with colleagues in AHSCP to obtain more information relating to the Workforce Plan to share with Councillor Duff in due course.

The Committee agreed to note the contents of the Annual Chief Social Work Officer's Report.

#### **18. QUARTERLY COMPLAINTS REPORT – 1 APRIL 2021 TO 30 JUNE 2021**

With reference to Article 16 of the minute of meeting of this Committee of 1 June 2021, there was submitted Report No 261/21 by the Director of Legal and Democratic Services to highlight the complaints received in Quarter 1 of 2020/21 and to assure members that work was ongoing to learn from complaints received by Angus Council.

The Report indicated that in 2020/21, a review of the Model Complaints Handling Procedure (MCHP) was carried out by the Scottish Public Services Ombudsman (SPSO) to establish the effectiveness and useability. As well as the Annual Report, Councils were required to publish quarterly information on complaints outcomes and actions taken to improve services performance.

Section 4 of the Report summarised the Quarter 1 complaints for the period 1 April to 30 June 2021.

The Director of Legal and Democratic Services provided an overview of the key areas of the Report.

Councillor Braes raised questions in terms of the comparative local authority data, costs and the Complaints Monitoring Group, and in response, the Director of Legal and Democratic Services, and the Team Leader – Members Services and Executive Support provided an update and also indicated that arrangements would be progressed to obtain a snapshot of comparative data from other local authorities, for inclusion in future reports.

The Committee agreed:-

- (i) to note the information on complaints outcomes and actions taken to improve services;
- (ii) to note the complaints statistics for the period 1 April 2021 – 30 June 2021; and
- (iii) to note that whilst advice has been received from the SPSO that the category of “Customer Care Survey” was not mandatory, officers would look to provide a basis for that.