

NOTICE OF MEETING

COMMITTEE : ADMINISTRATION AND REGULATION COMMITTEE

DATE : THURSDAY, 01 OCTOBER 2020

TIME : 18:00

PLACE : VIRTUAL MEETING VIA *SKYPE

,

**COUNCILLORS: AKBAR (CHAIR)
ABID
ADREES
CASTLEMAN**

**LOVELL
S. HUSSAIN
MEAD
WYNN**

QUORUM : 3 MEMBERS

Contact Officer: Eunice Lewis (01582 547149)

Email Eunice.Lewis@luton.gov.uk

[SKYPE MEETING LINK](#)

INFORMATION FOR THE PUBLIC

PURPOSE: Administration functions: the Committee deals with all matters relating to elections and referendums, civic and ceremonial activities, Bye-laws, the Local Government Pension Scheme, any change in the name of the Borough or the Council, conferring the Freedom of the Borough and the appointment of representatives to outside organisations relating to the Committee's work.

Regulation functions: the Committee deals with matters relating to contaminated land, pollution control, statutory nuisances, the control of street litter under the Environmental Protection Act 1990, the registration of births, deaths and marriages, Health and Safety at Work legislation and the formulation of policy guidance on all aspects of the Council's licensing functions.

***SKYPE:** During the Covid 19 emergency period, this meeting will take place virtually, via Skype. To access the meeting, please click on the link to the meeting above.

AGENDA

<i>Agenda Item</i>	<i>Subject</i>	<i>Page No.</i>
1.	APOLOGIES FOR ABSENCE	
2.	MINUTES (TO BE SIGNED IN DUE COURSE) 1. 7th September 2020	4 - 6
3.	SECTION 106, LOCAL GOVERNMENT FINANCE ACT 1992 Those item(s) on the Agenda affected by Section 106 of the Local Government Finance Act 1992 will be identified at the meeting. Any Members so affected is reminded that (s)he should disclose the fact and refrain from voting on those item(s).	
4.	DISCLOSURES OF INTEREST Members are reminded that they must disclose both the existence and nature of any disclosable pecuniary interest and any personal interest that they have in any matter to be considered at the meeting unless the interest is a sensitive interest in which event they need not disclose the nature of the interest. A member with a disclosable pecuniary interest must not further participate in any discussion of, vote on, or take any executive steps in relation to the item of business. A member with a personal interest, which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest, must similarly not participate in any discussion of, vote on, or take any executive steps in relation to the item of business. Disclosable pecuniary interests and Personal Interests are defined in the Council's Code of Conduct for Members and Co-opted members.	
5.	URGENT BUSINESS The Chair to report on any business which is considered to be urgent and which should be discussed at the meeting in accordance with Section 100B(4)(b) of the Local Government Act 1972 and to determine when, during the meeting, any such business should be discussed.	
6.	REFERENCES FROM COMMITTEES AND OTHER BODIES REPORTS	

- | | | |
|-----|---|---------|
| 7. | May 2021 Elections and Covid-19 Polling Station Arrangements
(Report of the Interim Service Director, Policy, Communities & Engagement) | 7 - 9 |
| 8. | Early Years OCA Report
(Report of the Service Director for Education) | 10 - 15 |
| 9. | Complaints Activity Report
(Report of the Service Director, Customer & Commercial (Business Intelligence)) | 16 - 24 |
| 10. | Homelessness and Prevention: Proposal To Convert - Temporary Housing and Customer Service Posts To Permanent (To Follow)
(Report of the Head of Customer Solutions and Head of Housing Needs) | |
| 11. | Work Programme 2020
(Report of the Service Director, HR and Monitoring Officer) | 25 - 28 |
| 12. | LOCAL GOVERNMENT ACT 1972, PART VA
To consider whether to pass a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting during consideration of any item listed above if it is likely that if members of the public were present during those items there would be disclosure to them of exempt information falling within the Paragraphs of Part1 of Schedule12A to the Local Government Act 1972. | |
| 13. | Policy, Communities & Engagement Service - Restructuring <ul style="list-style-type: none"> • Paragraph (2) - Information which is likely to reveal the identity of an individual. | |

Administration and Regulation Committee

Minutes

7th September 2020 at 6.00 pm

Present:

Councillor Akbar (Chair); Councillors Adrees, Castleman, Lovell, S. Hussain and Wynn

34 Apologies for absence (Ref 1)

An apology for absence from the meeting was received on behalf of Councillor Mead.

35 Minutes (Ref 2.1)

Resolved: (i) That the minutes of the meeting of the Committee held on the 15th July 2020 be taken as read, approved as a correct record and signed by the Chair in due course.

(ii) That the Service Director, HR and Monitoring Officer arrange a separate meeting with Cllr Castleman to go through the OCA training.

36 Review of TUPE Plus (Ref 7)

The HR Business Manager, Operations presented the report (Ref 7) on Review TUPE Plus, which sought approval to revise or discontinue the arrangements due to the financial impact of Covid-19.

She informed the Committee that the agreement had been in place since 2011 and exceeds TUPE requirements protecting pay, terms, and conditions of employees when employees transfer to a new employer but does not apply to new employees who do not transfer but join the new employer afterwards.

The agreement makes provisions for new employees working alongside employees who TUPE transferred from LBC be employed on broadly the same or similar terms and conditions of employment.

In the main TUPE applies to many business transactions and in local government settings relates to re-provision of existing services where there is an initial outsourcing of a service, transfer of a service to an external contractor or where the service is brought back in-house.

Appendix 2 to the report (Ref 7) gives an outline of the Council's TUPE arrangements.

She further added that consultation with trade unions had taken place on the proposals who suggested the Unison Ethical Care Charter be incorporated into commissioning arrangements.

The Committee is asked to consider the following options:

- (i) To discontinue the TUPE Plus arrangements currently in place and rely instead on the legal and statutory protections afforded to transferring employees.

Or

- (ii) To revise the TUPE Plus arrangements currently in place. The revised arrangements would discontinue the existing arrangements regarding pay, terms and conditions of new employees outlined in Appendix 2 to the report.

A Member enquired about details of the Ethical Care Charter and advised it was attached at Appendix 3 to the report (Ref 7).

Resolved: That option (i) to discontinue the TUPE Plus arrangements currently in place as outlined in Appendix 2 to the report (Ref 7), be approved.

37 Housing Solutions Team (Ref 9)

The Democracy and Scrutiny Team Leader informed the Committee that this item marked 'To Follow' on the agenda for this meeting, had been withdrawn by the Officer after the agenda had been published and despatched. The Chair requested the Housing Solutions Team be reported to the 1st October 2020 meeting and included on the work programme for that meeting.

Resolved: That the Housing Solutions Team be included in the Committees' work programme for the 1st October 2020 meeting of the Committee.

38 Administration & Regulation Committee Work Programme 2020/21 (Ref 10)

The Service Director, HR and Monitoring Officer presented the report (Ref 10) which the Committee was asked to note.

She further added that as a consequence of the emergency budget a number of OCAs would be coming through to future meetings and requested the 'Missing Equality and Diversity progress update' item scheduled for the 1st October meeting be deferred to 6th November meeting.

Resolved: (i) That the DSO update the work programme with the following changes:

- Housing Solutions Team - 1st October 2020

- Missing Equality and Diversity Date on i-Trent - 26th November 2020
- Equality Impacts of Redundancies between April 2019 and March 2020 - 26th November 2020
- People Plan Annual Report – move to 16 December 2020
- Voluntary Separation Scheme – Reintroducing the Local Scheme – move to 16 December 2020
- OCA Side by Side – 26 November 2020

(ii) That the Service Director, HR and Monitoring Officer review the above changes to the work programme with the DSO to ensure an equal balance of items for each meeting.

(Note: The meeting ended 18.32pm)

Committee:	Administration and Regulation Committee			
Date of Meeting:	01 October 2020			
Subject:	May 2021 Elections and Covid-19 Polling Station Arrangements			
Report Author:	Chief Executive / Returning Officer			
Contact Officer:	Sam Freer Tel: 01582 546088			
Implications:	Legal	<input checked="" type="checkbox"/>	Community Safety	<input type="checkbox"/>
	Equalities	<input type="checkbox"/>	Environment	<input type="checkbox"/>
	Financial	<input checked="" type="checkbox"/>	Consultations	<input type="checkbox"/>
	Staffing	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>
Wards Affected:	All			

Purpose

1. Allow the RO (Returning Officer) to arrange for polling stations to be Covid-19 compliant for the May 2021 elections.

Recommendations

2. **That the Returning Officer be authorised, following consultation with the Chair and Vice-Chair of the Committee, to make any necessary changes to polling stations including the polling place, to ensure they are Covid 19 compliant.**

Background

3. Following the cancellation of the May 2020 PCC elections (Police and Crime Commissioner) in May 2020 due to Covid-19, these elections are now scheduled to take place in May 2021.
4. It is likely that some form of Covid-19 restrictions will still be in place in 2021 and we need to ensure that the polling stations for the PCC election and any local by-elections are both accessible and safe for voters.

Report

5. In order to comply with the social distancing requirements we may be required to make alternative arrangements for the existing polling stations locations. These changes may include a change of room or even a change of venue.
6. It is anticipated that we will be receiving advice and guidance from the Government around the social distancing requirements right up to the day of the election. The RO will therefore be required to constantly make decisions about the polling stations for the election.
7. We are working with the Cabinet Office, Electoral Commission, Association of Electoral Administrators, the Public Health Team and the Health & Safety Team to consider:
 - Do we require hire for more than one day to allow for a deep clean prior and post-election day?

- Are schools going to be more difficult to use due to lost term time in 2020?
- Do we require additional polling stations to limit the number of electors allocated to a station?
- Will polling stations need to be available to staff earlier on polling day to allow for additional health and safety measures to be addressed?
- Will we be required to conduct a polling district review if any polling stations require changing?
- Are stations big enough to allow for social distancing?
- Do stations have two entrances to allow for a way in and way out?
- Will we need to provide revised polling station layouts for each station to ensure social distancing can be maintained?
- Is there room to accommodate candidates/agents inside the polling station?
- Is there adequate room outside the station for queues and tellers?
- Mobile sanitisation units to deep clean if Covid track and trace infections reported on polling day?
- Staffing to manage people into and out of the polling station?
- Wheelchair access under social distancing rules?
- Social distancing when assisting voters with disabilities?
- Are we required to provide Perspex screens for staff?
- Personal Protective Equipment (PPE) for staff – what is required, demand issues, funding issues?
- What sanitation products for cleaning of screens and issue desk are required? Do we require handwashing/hand sanitisers on the way in and out of polling stations?
- Do we supply new ballot pencils to each elector or clean after each use?
- Do we require additional tables for staff to maintain social distancing?
- Are polling screen voting compartments able to comply with distancing requirements? Will we require single polling booths rather than multiple compartment booths to comply with social distancing?
- Do all signage and notices need to be laminated to enable it to be cleaned?
- Do we require additional staff to ensure adherence to social distancing by electors, cleaning of equipment and management of queues?
- Will there be funding for additional staff?
- Will we have enough staff to run the poll (some may be vulnerable or required to shield)?
- Do we require several trained reserve staff in the event of sickness or need to self-isolate?

Proposal/Options

8. That the Returning Officer be authorised, following consultation with the Chair and Vice-Chair of the Committee, to make any necessary changes to polling stations including the polling place, to ensure they are Covid 19 compliant..

List of Background Papers - Local Government Act 1972, Section 100D

9. None

Implications

Item	Details	Clearance Agreed By	Dates
Legal	<p>The Local Government and Police and Crime Commissioner (Coronavirus) (Postponement of Elections and Referendums) (England and Wales) Regulations 2020 made under the Coronavirus Act 2020 postponed, until 6 May 2021, local by-elections and other polls, either scheduled or which would otherwise arise before that date.</p> <p>There is a requirement to ensure the public safety of electors, which is expected to be set out in in further Regulations to be made by the Cabinet Office.</p>	Raj Popat, Principal Solicitor	15/09/20
Finance	None		
Equalities	None		
Environment	None		
Community Safety	None		
Staffing	None		
Consultations	None		
Other	None		

Committee:	Administration and Regulation Committee		
Date of Meeting:	01 October 2020		
Subject:	Early Years Team OCA		
Report Author:	Carol Wylde		
Contact Officer:	Carol Wylde	Tel: 01582 548213	
Implications:	Legal <input checked="" type="checkbox"/>	Community Safety <input type="checkbox"/>	
	Equalities <input type="checkbox"/>	Environment <input type="checkbox"/>	
	Financial <input checked="" type="checkbox"/>	Consultations <input type="checkbox"/>	
	Staffing <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	
Wards Affected:	N/A		

Purpose

1. The purpose of this report is to seek the approval of the Administration and Regulation Committee for the proposed changes to the staffing structure including downsizing of the Early Years Team within the Education Service.

Recommendations

2. Administration and Regulation Committee is recommended to approve the post deletions and changes and implementation of the new staffing structure as outlined within section 5 of this report.

Background

3. As a result of significant savings to be made by the Council, the Education Service is seeking to make savings across the service. Many teams within the service will be affected, including the early years team.

In order to meet the wider savings target, the proposal includes a reduction in the budget for the early years team of £52k by 2021/22. The service is also partly funded by income from other services within the council and from schools and other education providers. The impact of the Covid-19 pandemic means that much of this income will cease resulting in an additional shortfall of approximately £56k. Prior to the pandemic, there were concerns about the sustainability of this income which is why the proposals have been developed to ensure that the team is sustainable without over-reliance upon additional income.

In order to achieve the savings required the early years team will need to undergo an organisational change to reduce the number of posts.

Report

4. The proposal is to reduce the size of the team in order to meet the budget savings required. The intention is to retain the basic structure of the team in order to be able to provide a core service to early years providers and schools, mainly meeting the statutory duty of the Local Authority in respect of early years.

There will be a challenge to maintain the service to early years providers and in order to achieve this the team will review the nature of the support offered. It is likely that there will be a reduction in the level of support offered to early years providers with most of the support being limited to providers who have an inspection with an outcome that is less than good. There is likely to be a reduction in the amount of preventative work undertaken by the team which may result in an increase in the number of providers who are judged to require improvement or be inadequate.

If the proposals are not implemented then the budget will be overspent.

The Early Years Organisational Change proposal was shared with staff on the 22 July 2020 following consultation with DMT on the 21 July and Trade Unions (Unison, GMB and Unite) on the 22 July. Feedback from the meeting with the Trade Unions was supportive. They felt that the team had been well supported and prepared throughout the process and that the service was doing all it could to mitigate the impact of budget cuts. Trade Unions were reassured that the appropriate processes would be applied if redundancies have to be made. Staff were kept up to date informally about the OCA prior to the beginning of the formal process. Once the formal consultation started, staff in affected posts were invited to a formal consultation meeting. Most staff took up this offer and engaged in discussion about the proposals.

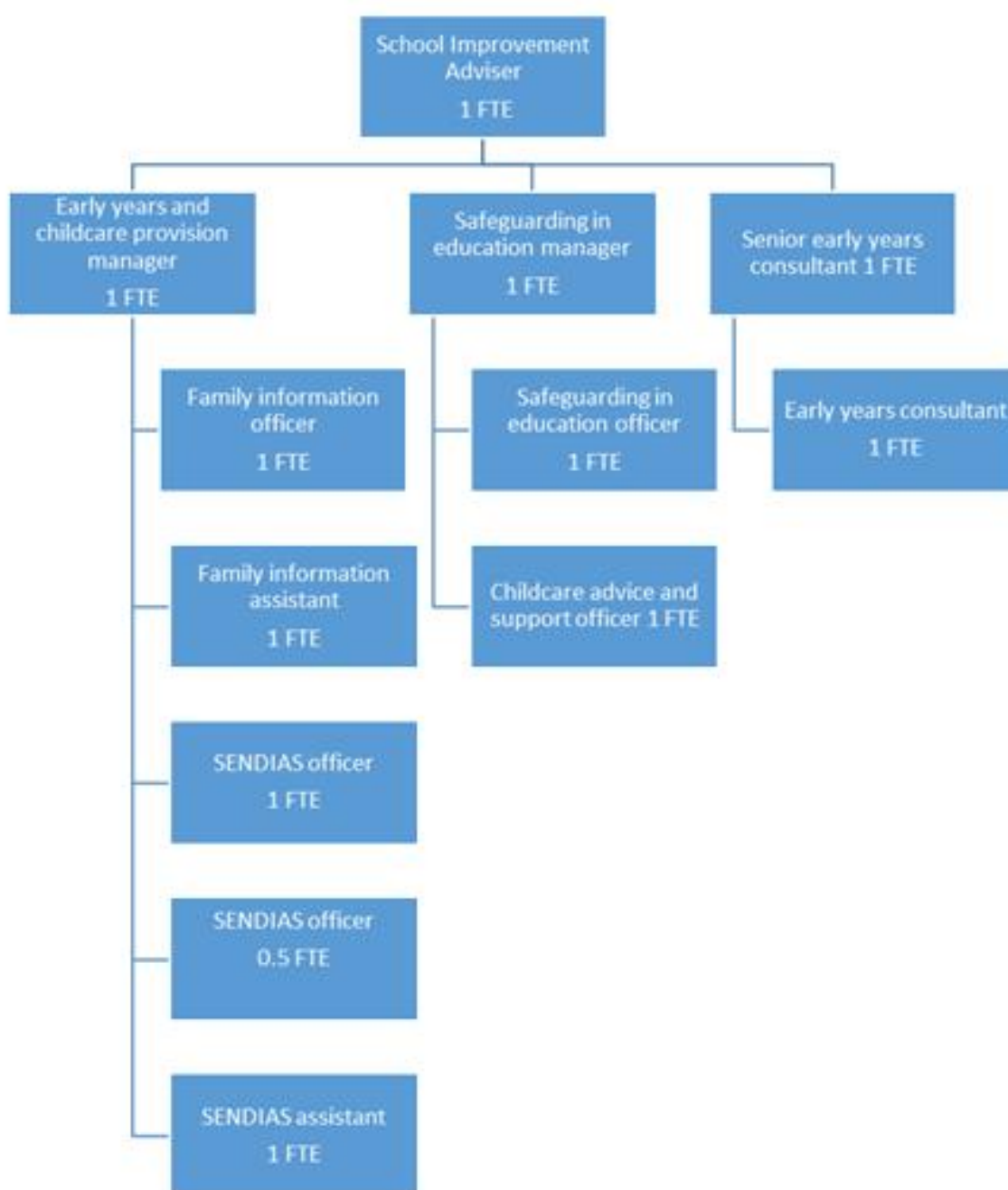
The process has been supported by the Council's HR team and the Council's Organisation Change Procedure continues to be followed throughout this organisational change/to implement the changes.

Proposal/Options

5. The current structure of the team is shown below. Posts in red boxes are at risk due to downsizing. The post in pale orange is affected by an increase in hours. Posts in green are unaffected:



The proposed structure of the team is:



Whilst the capacity of the childcare advice and support officers and early years consultants is reduced to 1 full time equivalent of each, there is no assumption that the posts will be filled by an individual on a full time contract. Part time working / job shares would be considered for both posts. Appointment will be pending successful interview and the person with the highest score will be able to choose the hours they would like to do. The remaining hours will be either allocated to the second highest scorer or split between them. This will be outlined in more detail in the implementation plan.

The senior early years consultant postholder has requested a reduction in hours to 0.9 FTE which has been approved and implemented outside of the consultation.

The proposed increase in the safeguarding in education post reflects the increased level of demand for support across the whole education sector, extending beyond early years. Childcare advice and support officers will be ringfenced to apply for this additional 0.5FTE post. The job description for this post has been updated to reflect the changes to the scope of the role and this was reviewed by the Job Evaluation panel and regraded from L7 to M1.

The Family Information Service is not within the scope of this proposal as the service will become responsible for the administration of childcare funding from September which requires additional capacity to fulfil the statutory function.

It is proposed to:

- Reduce the total capacity of early years consultants from 1.8 FTE to 1 FTE
- Reduce the total capacity of childcare advice and support officers from 2.5 FTE to 1 FTE
- Delete the vacant Early Years and Childcare Workforce Development Officer post (0.88 FTE)
- Increase the capacity of the safeguarding in education post from 0.5 FTE to 1 FTE

Feedback from the consultation was that staff understood the reason for entering into a consultation and recognised that there was little option to avoid the downsizing. Naturally staff were concerned about the process that would be used to achieve the necessary reductions and HR guidance has been shared. There was also a concern about the Council's ability to provide the required support to schools and the early years sector in improving outcomes for children, in particular with regard to early literacy. This is a particular concern given the proposed reductions to the Flying Start service. The early years team work closely with this service and there is a risk that significant reductions to both teams will have a detrimental effect on outcomes for young children, in particular those who are disadvantaged.

There was a query regarding whether the Childcare Advice and Support post should sit alongside the Early Years Consultant post rather than within Safeguarding. This was considered but it was decided that it would be better to remain in its current position.

To achieve the reduction in the overall capacity of the team voluntary separation was offered to affected colleagues. One colleague applied for this which is now being considered under the Voluntary Redundancy process. One member of the team has applied for a job elsewhere and, subject to satisfactory checks, will be leaving the team before the end of the year.

It is proposed that the organisational change proceeds as planned, subject to approval. If the required reductions are not fully achieved through voluntary redundancy and staff moving on there will be a process of ring-fenced interviews. Employees at risk of redundancy will be offered the opportunity to be redeployed to suitable alternative roles within the Council. Implementation will then be supported by the HR service.

Appendix

6. An Integrated Impact Assessment has been carried out but due to the small number of employees affected it has not been included in this report as the employees could be identified. No issues were identified.

List of Background Papers - Local Government Act 1972, Section 100D

7. Not required.

Implications

Item	Details	Clearance Agreed By	Dated
Legal	The proposals have the potential for 2 compulsory redundancy/redundancies. In the event that compulsory redundancy is necessary, there is the possibility for an internal appeal to officers and the Council could also need to deal with any potential Employment Tribunal proceedings.	This report has been cleared by Jasbir Josen, Solicitor in Legal Services.	15 September 2020
Finance	The proposals are delivering savings of £20k in 2020/21 as part of the approved emergency budget. The savings increases by an additional £32k in 2021-22 and in total £52k savings will be achieved by 2021-22, contributing to the overall savings target for the Children, Families and Education Department.	This report has been cleared by Atif Iqbal (Finance Business Partner), on behalf of the Service Director for Finance	16 September 2020
Equalities	IIA has been carried out. Due to the small number of employees affected and to protect individual confidentiality an Integrated Impact Assessment has not been attached to this report. Overall, there is no noticeable impact on individuals or a groups with one or more protected characteristic.	Maureen Drummond, Interim Equalities Manager	16 September 2020
Environment			
Community Safety			
Staffing	Should there be no suitable alternative employment through the redeployment process, the proposals to reduce the number of posts may lead to up to 2 post holders becoming at risk of compulsory redundancy.	This report has been cleared by Angela Claridge, Service Director of HR & Monitoring Officer	9 September 2020
Consultations			

Committee:	Administration and Regulation Committee		
Date of Meeting:	01 October 2020		
Subject:	Complaints Activity Report		
Report Author:	Usman Iftikhar		
Contact Officer:	Usman Iftikhar	Tel: 01582 547768	
Implications:	Legal <input type="checkbox"/>	Community Safety <input type="checkbox"/>	
	Equalities <input type="checkbox"/>	Environment <input type="checkbox"/>	
	Financial <input type="checkbox"/>	Consultations <input type="checkbox"/>	
	Staffing <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	
Wards Affected:	N/A		

Purpose

1. To identify the complaints activity by service area – Data covering 2019-20.
2. The report shows the reduction in complaints from previous years and highlights the current totals received by service area. The report also highlights the performance for all Stage 1, 2 and LGO complaints received during 2019-20.

Recommendations

3. **The Committee is recommended to review the information provided with the view to improve areas of concern as raised in the report**

Report

4. The report is provided as a separate document

Appendix

5. Report attached as Appendix A



2019-2020
Complaints activity re

List of Background Papers - Local Government Act 1972, Section 100D

6. None

Implications

Item	Details	Clearance Agreed By	Dated
Other	Potential Improvements to service based on complaints received		



Customer and Commercial

Annual Complaint Activity Report 2019-2020

Business Intelligence
Usman Iftikhar. Complaint and Information Governance Manager
September 2020

CONTENTS

1) INTRODUCTION

2) Summary

3) Areas for improvement

1. Introduction

This report provides details of the complaints activity across Luton covering period 2019-2020. Our Current system is limited in the usable data regarding the complaint detail, this is however being addressed this year so further detail will provide an insight to the reasons for complaints received.

The report has been produced to provide an insight into all complaints by service area and will show information pertaining to the following:

- a) Complaints comparison with previous years.
- b) Stage 1 Complaints received during the year
- c) Stage 1 Complaints performance
- d) Stage 2 Complaints received during the year
- e) Stage 2 Complaints performance
- f) LGO complaints and performance.


a) Complaints comparison with previous years.

	2016-2017	2017-2018	2019-2020
Stage 1	556	775	397
Stage 2	39	34	44
Stage 3	20	23	0
total complaints received	615	832	441
Percentage complaints dealt with at a stage 1	90%	93%	90%

The numbers of complaint received in 2019-20 has significantly fallen compared to previous years; we can see that the total number of complaints received in 2019-20 was almost half the total number received in 2017-2018. Although the percentage of complaints dealt with at stage 1 remains static at around 90%.

The 2019-2020 data indicates that there were no stage 3 complaints.

b) Stage 1 Complaints received during the year 2019-2020

Directorate 	Total Count	Percentage against total
Place & Infrastructure	149	37.53%
Customer and Commercial	137	34.51%
People	85	21.41%
Public Health and wellbeing	19	4.79%
Chief Executives	7	1.76%
Grand Total	397	100.00%

During 2019-20 37% of all Stage 1 complaints were in relation to Place and Infrastructure followed by Customer and commercial at 34% and the People Directorate receiving 21% of all Stage 1 complaints.

A further breakdown for the three highest Directorates with the highest percentage of stage 1 complaints has been provided below:

1. Place and Infrastructure, 37.53% of all stage 1 complaints received

The highest number of Stage 1 complaints received for Place & Infrastructure were for the Street Services. The table below shows the top six departments in Place & Infrastructure that received the highest number of Stage 1 complaints.

Directorate	Place & Infrastructure
Service	Total Stage 1
P&I- Street Services Admin	52
P&I- Planning	22
P&I- Highways	13
P&I- ETP- Parking Services	12
P&I- Parks & Open Spaces	8
P&I- Waste Management	6
P&I- ETP- Passenger Transport	6
P&I- Environmental Protection	4

2. Customer and Commercial, 34.51% of all stage 1 complaints received

Housing needs received the most Stage 1 complaints in 2019-2020.

Directorate	Customer and Commercial
Service	Total Stage 1
C&C- Housing Needs	42
C&C- Housing Services Team 1	33
C&C- BTS	14
C&C- Temporary Accommodation	14
C&C- Revenues	09
C&C- Customer Services Division	8
C&C- Human Resources	3
C&C- Financial Assessment Team	3

3. People, 21.41% of all stage 1 complaints received

Corporate parenting and Specialist Family support have received the highest number of stage 1 complaints.

Directorate	People
Service	Total Stage 1
PPL- Corporate Parenting	17
PPL- Specialist Family Support	12
PPL- MASH	9
PPL- SENAT Team	7
PPL- Fostering	7
PPL- Family Safeguarding Service	6
PPL- Admissions and Planning	5
PPL- Assessment Team	5

c) Stage 1 Complaints performance

Service	Outside 15 day Target	within 15 day Target	Grand Total
Place & Infrastructure	18.39%	19.14%	37.53%
Customer and Commercial	14.61%	19.90%	34.51%
People	11.08%	10.33%	21.41%
Public Health and wellbeing	2.27%	2.52%	4.79%
Chief Executives	0.50%	1.26%	1.76%
Grand Total	46.85%	53.15%	100.00%

Performance has been poor during 2019-2020 with 53.15% of stage 1 complaints responded to within the 15 days deadline. Investigation training will need to be implemented to improve the current performance.

d) Stage 2 Complaints received during the year

Service	Total Stage 2	Percentage against total
Place & Infrastructure	18	40.91%
Customer and Commercial	14	31.82%
People	12	27.27%
Grand Total	44	100.00%

We have seen a small increase in the number of stage 2 complaints compared to previous years.

Place & Infrastructure had the highest number of Stage 2 complaints.

e) Stage 2 Complaints performance

Service	late response	response within time	Grand Total
Place & Infrastructure	11.36%	29.55%	40.91%
Customer and Commercial	2.27%	29.55%	31.82%
People	20.45%	6.82%	27.27%
Grand Total	34.09%	65.91%	100.00%

Stage 2 performance requires improvement as only 65% of stage 2 complaints are responded to within the required time scales.

E) LGO Complaints and Performance

Service	out of time	within	Grand Total
People	3	1	4
Customer and Commercial	1	2	3
Public Health and wellbeing	1	1	2
Place & Infrastructure		2	2
Grand Total	5	6	11

Service	out of time	within	Grand Total
People	27.27%	9.09%	36.36%
Customer and Commercial	9.09%	18.18%	27.27%
Public Health and wellbeing	9.09%	9.09%	18.18%
Place & Infrastructure	0.00%	18.18%	18.18%
Grand Total	45.45%	54.55%	100.00%

LGO performance also required improvement and will need further analysis to understand the reasons for the delays.

2 . Summary

The data for 2019-20 indicates a considerable fall in the numbers of complaints received when compared with previous years; there has been no identified reason for the decline however system reporting and data quality checks are taking place to ensure the accuracy of the data generated.

Improvements are required in the performance for all stages of the complaints process. Luton should be achieving 80% response rate for Stage 1 complaints compared to the 53.15% achieved in 2019-20

Stage 2 performance also requires improvement from 65% reported in 2019-20 to the corporate target of 80%.

The key areas of focus will be the investigation training, which will be rolled out to managers responding to Stage 1 and 2 complaints, with emphasis on building relationships with customers, listening to concerns and identifying resolutions to the issues raised. In addition, application of formal investigation techniques to provide evidence of decision making will enable improvements in performance.

The current IT system used to record complaints does not enable analysis of decisions by stage nor does it provide the further detail or themes detailing the reasons for complaints this is an area for improvement.

2. Areas for Improvement

- All complainants should be advised of their right to escalate their complaints to avoid cases going direct to the Ombudsman. All paperwork and emails now include the details for making contact with LGO but further work may be required with staff to ensure all conversation also include this guidance.
- Lesson learnt – quarterly reporting for service managers has ensured there is a focus on Complaints however it would be useful to implement lessons learnt log in order to understand and embed good practice going forward and avoid bad practice going forward.
- Complaints Training – due to the 2019-20 performance further refresher training will need to be implemented to ensure staff are aware of the current complaints process and thresholds involved.
- Complaint status – to ensure accurate data is available regarding the complaints status the system has now also been set up to incorporate whether a complaint has been upheld, partially upheld or not upheld. Guidance is being developed. On Monday.
- Recording complaint decisions and issues raised should be reviewed to improve reporting and enable services to learn more from the complaints being received. This work has already started and the new complain themes have been developed and are being tested. Themes include?

Code Themes regarding reasons for complaint

AA	Staff behaviour
AB	Management decision
AC	Service standard
AD	Failure to provide a service
AE	Inadequate service
AF	Petitions
AG	Other
AH	Application decision
AI	Appeal
AJ	Management behaviour
AK	Staff complaint
AL	Standard of transport
AM	Racism

Codes developed for Children's Services

And I have confirmed the following with Sancha for Children's and have asked Dawn to add these.

- CS - Social service care/support
- CS - Social worker behaviour and communication
- CS - Panel/ Management decision
- CS - Social worker behaviour
- CS - Social worker behaviour/ support
- CS - Safeguarding
- CS - Education
- CS - Lack of support

Committee:	Administration and Regulation		
Date of Meeting:	01 October 2020		
Subject:	Work Programme 2020/21		
Report Author:	Service Director, HR and Monitoring Officer		
Contact Officer:	Angela Claridge		
Implications:	Legal <input type="checkbox"/>	Community Safety <input type="checkbox"/>	
	Equalities <input type="checkbox"/>	Environment <input type="checkbox"/>	
	Financial <input type="checkbox"/>	Consultations <input type="checkbox"/>	
	Staffing <input type="checkbox"/>	Other <input type="checkbox"/>	
Wards Affected:	None		

Purpose

1. To enable the Administration & Regulation Committee to plan and determine its work programme for the year 2020-21.

Recommendations

2. **The Committee is recommended to:**
 - (i) Examine and identify possible items for future meetings of the Committee and note the items listed on the work programme.
 - (ii) Note any request for additional meetings that may arise for urgent matters, which may need to be heard before the next calendared meeting.

Report

3. The Administration and Regulation Committee is responsible for managing its work programme attached as an Appendix to this report.

Appendix

4. Appendix A – Draft Work Programme 2020-21

List of Background Papers - Local Government Act 1972, Section 100D

N/A

Meeting Date: 2 November 2020	Time: 6.00 pm
Reminder Date: 2/10/20	
Deadline for Titles: 9/10/20	
Deadline for Reports submission: 16/10/20	
Democracy & Scrutiny Officer: Eunice Lewis	

Agenda items	Report Author/ Format/ Comments
OCA Senior Management Restructure	Sharon Harte-Andrews /Robin Porter Written Report
Outcome of the Catering OCA	Deborah Craig Written Report
OCA Shift re-design of Neighbourhood Enforcement Team – Public Protection	Public Protection OCA
OCA (Revenues Service)	Clive Jones
Work Programme	Democracy & Scrutiny Officer Written report (Standing Item)

ADDITIONAL MEETING

Meeting Date: 26 November 2020	Time: 6.00 pm
Reminder Date: 25/10/20	
Deadline for Titles: 4/11/20	
Deadline for Reports submission: 4/11/20	
Democracy & Scrutiny Officer: Angela Fraser	

Agenda items	Report Author/ Format/ Comments
Model Pay Policy for Schools 2020	TBC
Probationary Periods Policy	(Helen Ginty)
Customer Services Operating Model and Restructure	TBC

OCA – Economic Development Team Revised Restructure	TBC
Work Programme	Democracy & Scrutiny Officer Written report (Standing Item)

Meeting Date: 16 th December 2020	Time: 6.00 pm
Reminder Date: 17//11/20	
Deadline for Titles: 24/11/20	
Deadline for Reports submission: 1/12/20	
Democracy & Scrutiny Officer: Bert Siong	

Agenda items	Report Author/ Format/ Comments
Scale of Charges 2021-2022	Tim Lee - Written Report
Voluntary Separation Scheme – reintroducing local scheme – update	Angela Claridge
Equality Impacts of Redundancies & Missing Equality and Diversity Data on I-Trent (combined two reports)	Anne Davies
People Plan Annual Report	Angela Claridge - Written Report
Work Programme	Democracy & Scrutiny Officer Written report (Standing Item)

Meeting Date: 23 February 2021	Time: 6.00 pm
Reminder Date: 25/1/21	
Deadline for Titles: 1/2/21	
Deadline for Reports submission: 8/2/21	
Democracy & Scrutiny Officer:	

Agenda items	Report Author/ Format/ Comments
Pay Policy Statement 2021/22	Kathy Williams/ Anne Davies Written Report
Gender Pay Gap Update (Backward view)/ - Gender Pay Gap 2021/22 (Forward view) (This is one report)	Kathy Williams/ Anne Davies/ Angela Claridge Written Report
Work Programme	Democracy & Scrutiny Officer Written report (Standing Item)

Meeting Date: 30 March 2021	Time: 6.00 pm
Reminder Date: 1/3/21	
Deadline for Titles: 8/3/21	
Deadline for Reports submission: 15/3/21	
Democracy & Scrutiny Officer:	

Agenda items	Report Author/ Format/ Comments
Work Programme	Democracy & Scrutiny Officer Written report (Standing Item)

Pending Items

- (OCA Side by Side, Maria Brown, consultation with staff hasn't started yet so I've not added anywhere)