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### **Cabinet Member for Policy and Leadership**

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#### **Time and Date**

2.00 pm on Thursday, 24 January, 2019

#### **Place**

Diamond Room 2, Council House, Coventry

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#### **Public Business**

1. **Apologies**

2. **Declarations of Interest**

3. **Minutes** (Pages 3 - 4)

- a) To agree the minutes from the meeting held on 8 November, 2018
- b) Matters Arising

4. **Authority for Attendance at Conference** (Pages 5 - 8)

To consider the attendance of the Lord Mayor, Councillor J Blundell, the Deputy Leader, Councillor A S Khan, and the Principal Private Secretary to the Lord Mayoralty at the 60<sup>th</sup> Anniversary of Twin City Relationship between Dresden and Coventry and Wroclaw from 11 to 14 February, 2019.

5. **Outstanding Issues**

There are no outstanding issues.

6. **Any Other Items of Public Business**

Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved.

#### **Private Business**

Nil

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Martin Yardley, Deputy Chief Executive, Place, Council House Coventry

Wednesday, 16 January 2019

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett Tel: 024 7683 3072 Email: [suzanne.bennett@coventry.gov.uk](mailto:suzanne.bennett@coventry.gov.uk)

Membership: Councillors G Duggins (Cabinet Member) and G Ridley (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting  
OR if you would like this information in another format or  
language please contact us.

**Suzanne Bennett**

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**e-mail: [Suzanne.bennett@coventry.gov.uk](mailto:Suzanne.bennett@coventry.gov.uk)**

**Coventry City Council**  
**Minutes of the Meeting of Cabinet Member for Policy and Leadership**  
**held at 2.00 pm on Thursday, 08 November 2018**

Members Present:

Councillor G Duggins (Cabinet Member)  
Councillor K Taylor (Substitute for Councillor Ridley)

Employees (by Directorate):

People                      S Chun Lam, L Deakin  
Place                        A West

Apologies:                Councillor G Ridley (Shadow Cabinet Member)

## **Public Business**

### **6.        Declarations of Interest**

There were no declarations of interest.

### **7.        Minutes**

The minutes of the meeting held on 26<sup>th</sup> July 2018 were agreed and signed as a true record. There were no matters arising.

### **8.        Complaints to the Local Government and Social Care Ombudsman 2017/18**

The Cabinet Member considered a report of the Deputy Chief Executive (Place) which set out the number, trends and outcomes of complaints to the Local Government and Social Care Ombudsman (LGSCO) relating to Coventry City Council in 2017/18.

Coventry City Council's complaints policy sets out how individual members of the public can complain to the Council, as well as how the Council handle compliments, comments and complaints. The Council informs individuals of their rights to contact the LGSCO if they are not happy with the Council's decision after they have exhausted the Council's own complaints process.

The Local Government and Social Care Ombudsman is the final stage for complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. It is a free service that investigates complaints in a fair and independent way; and provides a means of redress to individuals for injustice caused by unfair treatment or service failure.

Every year, the LGSCO issues an annual letter to the Leader and Chief Executive of every Council, summarising the number and trends of complaints dealt with in each Council that year. The latest letter, issued in July 2018, covered complaints to Coventry City Council between April 2017 and March 2018 (2017/18).

The report focused In particular on upheld complaints, service areas with a high number of complaints, learning from complaints, and how the City Council compares to previous years and other local authorities.

Officers stated that subsequent to the period covered by the report, during the first half of 2018/19 14 complaints were investigated by the LGSCO which suggests an increase on the previous year, but the proportion upheld was 57% which is lower than the 77% upheld during 2017/18.

It was noted that the report had been considered by the Ethics Committee at their meeting on 6 November and that they had not made any comments. The report will be considered by the Audit and Procurement Committee on 12<sup>th</sup> November.

**RESOLVED that the Cabinet Member for Policy and Leadership, having considered the Council's performance in relation to complaints to the LGSCO and noted the Council complaints process and guidance:**

- 1. Requests the Audit and Procurement Committee to review and be assured that the Council takes appropriate action in response to complaints investigated and where the Council is found to be at fault.**
- 2. Requests that where complaints are upheld, any lessons are learned and that Directors are made aware of recommendations arising from the complaints that are upheld by Ombudsman.**

**9. Outstanding Issues**

There were no outstanding issues.

**10. Any Other Items of Public Business**

There were no other items of business.


(Meeting closed at 2.16 pm)

**CONFERENCES/SEMINARS**

**AUTHORITY FOR ATTENDANCE**

THIS FORM TO BE USED FOR COUNCILLORS (FOR ATTENDANCE BOTH IN AND OUTSIDE THE U.K.) AND FOR EMPLOYEES (OUTSIDE THE U.K. ONLY OR, IF ACCOMPANYING A COUNCILLOR, INSIDE THE UK)

<b>1. Title of Conference</b>	60 <sup>th</sup> Anniversary of Twin City Relationship between Dresden and Coventry and Wroclaw (Poland)
<b>2. Organising Body</b>	City of Dresden
<b>3. Location</b>	Dresden, Germany
<b>4. Date(s)</b>	11 <sup>th</sup> – 14 <sup>th</sup> February 2019
<b>5. Councillor(s) recommended to attend</b>	Lord Mayor, Cllr J Blundell Deputy Leader, Cllr A S Khan
<b>6. Employee(s) recommended to attend</b>	Principal Private Secretary to the Lord Mayoralty
<b>7. Cost per person, including travel, etc</b> (Note: If total cost is less than £100, formal Cabinet/Cabinet Member approval is not required)	Return airfare costs (as at time of completing form) + £300 Economy Class per person + £200 Currency for incidentals  The City of Dresden will provide accommodation, meals, and transport.
<b>8. Is participation at this event as part of a group</b>	Yes
<b>9. If so, how many people IN TOTAL will be attending the event as part of that group</b>	- The Bishop of Coventry also invited by The Bishop of Saxony - Rev G Anderson & Rev A March, Holy Trinity Church - 2 Artists from Coventry as part of the of Dresden Arts Exchange - Headteacher and 30 pupils from Cardinal Newman School
<b>10. Is there anyone travelling with the Member, officer or group in relation to whom any of the costs of travel, accommodation or any other expense will be paid for by a Member or officer. If "YES" please state number.</b>	Yes – Lady Mayoress being funded personally
<b>11. Source of Funding (FIS Code)</b>	Lord Mayor's Hospitality Budget – 10660

<p><b>12. What are the reasons for attendance and what benefits to the City Council are expected from attendance</b></p>	<p>The Council has been invited to Dresden for events associated with the 60<sup>th</sup> anniversary of the twinning link.</p> <p>The Lord Mayor has been asked to give an Opening Address at: Arts Exhibition 'Condition Humane' which two Coventry artists have contributed as part of a Dresden Arts Exchange Reception to mark the 60<sup>th</sup> Anniversary of the twinning links</p> <p>Cardinal Newman are establishing a school exchange with Friedrich Schiller 62<sup>nd</sup> Secondary School. Pupils will work together on the theme of 'Peace' and create a theatre performance which the Lord Mayor will attend.</p> <p>The Coventry delegation will also attend other commemorative events associated with the anniversary of the bombing of Dresden.</p>
<p><b>13. Is this conference part of an overall project involving further visits in the future?</b></p>	<p>NO</p>
<p><b>14. Recommendation of Cabinet Member/ Cabinet/Chair of any other City Council Committee</b></p> <p>(a) Are you satisfied that there is a genuine reason for attendance and genuine benefit for the Council?</p>	<p>YES/NO</p> <p>YES/NO</p>
<p>(b) Will Councillor attendance affect the decision-making processes of the Council?</p> <p>(c) Is attendance recommended?</p>	<p>YES/NO</p> <p>YES/NO</p> <p>Signed: Date:</p>
<p><b>15. Cabinet Member's recommendation</b></p>	<p>YES/NO</p> <p>Signed: Date:</p>
<p><b>16. Leader's recommendation</b></p>	<p>YES/<del>NO</del></p> <p>Signed: </p> <p>Date: 17/12/18</p>
<p><b>17. Person responsible for booking conference following approval of attendance</b></p>	<p>Name: Jane Barlow</p> <p>Lord Mayor's Office, Place Directorate</p>

	Telephone No: 833047
<b>Decision</b> <b>APPROVED / NOT APPROVED</b>	Cabinet Member/Cabinet Date:

<b>Notification to:</b>	<u>YES/NO</u>	<u>DATE</u>
(a) Officer responsible for booking conference		
(b) Councillor attending		
(c) Member of Management Board		
(d) Members' Services		
(e) Committee Officer		

<b>Date report back obtained</b>	
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<b>Date of meeting of Scrutiny to receive report back</b>	
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