
Council Meeting

15 January 2019

Booklet 1

Answers to Written Questions

1.	<p>QUESTION SUBMITTED BY: Councillor Mayer</p> <p>TO BE ANSWERED BY: Councillor AS Khan, Cabinet Member for Policing and Equalities</p>
<p>TEXT OF QUESTION:</p> <p>“Is the Cabinet Member aware of any emergency service vehicles being prevented from accessing Broadgate recently due to the bollards installed by the Council?”</p> <p>Answer:</p> <p>“No – the ambulance service have advised that they do not have any recorded instances of delays to accessing Broadgate.”</p>	

2.	<p>QUESTION SUBMITTED BY: Councillor Williams</p> <p>TO BE ANSWERED BY: Councillor Maton, Cabinet Member for Education and Skills</p>
<p>TEXT OF QUESTION:</p> <p>“Would the Cabinet Member tell me how much the Council have spent on legal action fighting parents who are challenging the Council’s position on school transport costs for 16 – 19yr olds?”</p> <p>Answer:</p> <p>“The Council commissioned Counsel’s advice in respect of 2 legal challenges (one judicial review, the other a threat of judicial review) to the local authority’s transport policy. In respect of the first matter, although a challenge to the policy was issued at court, permission to proceed with that challenge against the local authority was not granted. The second matter has not yet been issued at court. The total cost of counsel’s fees incurred thus far is approximately £7445 (a final invoice is yet to be received confirming the actual total).”</p>	

3. **QUESTION SUBMITTED BY: Councillor Williams**

TO BE ANSWERED BY: Councillor G Duggins, Cabinet Member for Policy and Leadership

TEXT OF QUESTION:

“Would the Leader of the Council provide me with the total number of complaints that have been made to Coventry City Council between 1st January 2018 and 31st December 2018?”

Answer:

“Complaints to the People Directorate (Children's Social Care and Adult Social Care)

In the People Directorate, we have dealt with the following complaints between 1 January 2018 and 31 December 2018:

- **8** informal (5 adults, 3 children's);
- **265** Stage 1 complaints (67 adults, 193 children's, 5 other);
- **14** Stage 2 complaints (all children's); and
- **1** Stage 3 complaint (all children's)

Note - children's social care complaints follow a three-stage process; adult social care complaints follow a one-stage process. This is prescribed by legislation. Further information about complaints is set out in the Complaints Handling Guidance on www.coventry.gov.uk/complaints/ and a performance dashboard with this information is available on the Performance Hub on the intranet (shortcut: <https://smarturl.it/covdashboard>.)

Complaints to the Local Government and Social Care Ombudsman

When a complaint has completed and exhausted the Council's complaints process and the complainant is still dissatisfied, they may choose to take the complaint to the Local Government and Social Care Ombudsman.

Between 1 January 2018 and 31 December 2018, we have received **59** decisions between 1 January 2018 and 31 December 2018 (that is, **22** between 1 Jan 2018 and 31 Mar 2018; and **37** between 1 April 2018 and 31 December 2018). Please note this is the number of *decisions* we have received a copy of, not the number of *complaints* received, there will have been more complaints received by the Ombudsman.

The Ombudsman may choose to undertake more detailed investigations. Between 1 January 2018 and 31 December 2018, the Ombudsman undertook **30** detailed investigations. That is, **15** in Quarter 4 2017/18 – January – March 2018 and **15** in Quarter 1-3 2018/19 – April – December 2018.

Based on current trends we expect the total number of complaints to the Ombudsman to decrease for 2018/19.

Other Corporate Complaints

The Place Directorate received a total of 2699 complaints for the period January 2018 to December 2018.

Historic information

We publish annual reports on complaints to the Ombudsman, to adult social care, and children's social care annually. These typically follow the financial year rather than calendar year. In line with our Council principles of being open and transparent these reports are available not only to members/officers but to members of the public at www.coventry.gov.uk/complaints/."

4.

QUESTION SUBMITTED BY: Councillor Williams

TO BE ANSWERED BY: Councillor K Caan, Cabinet Member for Public Health and Sport

TEXT OF QUESTION:

"With regards to Coventry Indoor Bowls and the proposed move to Avenue Bowls Club, Gaveston Road, would the Cabinet Member provide me with a full breakdown of the potential costs for each of the alternative sites that were considered at a meeting with residents on 5th December 2018?"

Answer:

"The full breakdown of the potential costs for each of the alternative sites can be found in the private feasibility report that can be disclosed to Cllr Williams as an elected member and is confidential commercial information and is not to be disclosed onward".

Could he also advise me what financial risk assessment has been done of the proposed site at Gaveston Road?"

Answer:

"An initial financial assessment was undertaken (at an early feasibility stage) on the company accounts of the Owners of the Gaveston Road site and they were deemed to have been of a good standard. Subsequent checks have been undertaken which have continued to confirm that early assessment.

In addition a detailed Business Plan forecast for the operation of the New Indoor facility has been produced by the proposed operators which identifies an ongoing surplus being achievable. The business plan was deemed to be robust and offer a relative healthy position given it has also accounted for future life cycle investment. The current financial position of the Owners of the site along with a healthy forecast business plan and strong governance and management structure in place provides the necessary comfort the Council requires to make the investment at that site. "

5.

QUESTION SUBMITTED BY: Councillor Williams

TO BE ANSWERED BY: Councillor C Thomas, Chair of Licensing and Regulatory Committee

TEXT OF QUESTION:

“Would the Chairman please confirm how many times her committee has dealt with taxi drivers who refuse to take passengers with assistance dogs, between 1st January 2017 – 31st December 2018?” (For clarification I am not just referring to guide dogs, but all assistance dogs who help their owners in various ways and for various disabilities.)

Answer:

“There has only been one report to Licensing and Regulatory Committee on the failure to take an assistance dog between 1st January 2017 and 31st December 2018.”