



Scrutiny Board

27 January 2015

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Peter O'Neill (Lab)
Vice-chair Cllr Barry Findlay (Con)

Labour

Cllr Ian Angus
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Claire Darke
Cllr Julie Hodgkiss
Cllr Lorna McGregor
Cllr Rita Potter
Cllr John Rowley
Cllr Stephen Simkins

Conservative

Cllr Arun Photay
Cllr Wendy Thompson

Quorum for this meeting is four Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

- | <i>Item No.</i> | <i>Title</i> |
|-----------------|--|
| 5 | Update on the Council's Risk Register (Pages 3 - 16)
[To consider the summary of the corporate risk register and where deemed appropriate use the corporate risk register as a potential source of reference to contribute to its work programme.] |
| 6 | Welfare Reform Communications Progress Report (Pages 17 - 28)
[To review the welfare reform report and offer comments.] |
| 7 | Complaints Report Quarter Two (Pages 29 - 54)
[To review complaints management and performance for the period July 2014 to September 2014.] |

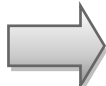
Red 1, 2, 3, 4, 7, 8, 10, 11, 12, 14

Amber 5, 6, 9, 15, 16


Summary Corporate Risk Register @ November 2014


Corporate priorities	<ul style="list-style-type: none"> Encouraging new business 	<ul style="list-style-type: none"> Empowering People and Communities 	<ul style="list-style-type: none"> Re-Invigorating the City 	<ul style="list-style-type: none"> Confident, Capable Council
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The following are the current **red** corporate risks the Council faces in delivering its corporate priorities


Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
1 01/14 Page 3	<p>Looked After Children (LAC)</p> <p>If the number of LAC is not reduced this may result in an increase in costs, budget overspends and an increased demand on children's services.</p> <p>Risk owner: Strategic Executive Board Cabinet Member: Cllr Val Gibson</p>	20 Red	20 Red		15 Red April 2015	<p>The risk continues to be managed through the multi-agency Families r First programme, governed by the Children's Trust Board. An update on the programme progress was presented to the Scrutiny Board at its December 2014 meeting.</p> <p>The objective of the programme is to reduce the number of LAC to 720 by March 2015. The programme is based around three workstreams as follows:</p> <ul style="list-style-type: none"> A committed partnership which takes a whole family approach and therefore involves shared responsibility and understanding through information sharing. Early help providing locally based family support through a new operating model across children, young people and families. Targeted intervention including actions to increase in house foster carers thereby reducing costly external placements. <p>The number of LAC continues to stabilise over recent months with the number for November at 799.</p> <p>From this, a number of children have been identified for removal from LAC including some (28) 16/17 year olds who are to be transferred into independent living following an independent reviewing officer review, and some (30) children who will be returned to parents following court hearings in early 2015. Despite this reduction in numbers however, there</p>


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Page 4						<p>is not a proportionate reduction in the cost of LAC as financial resources will still be required for those moving to independent living. In addition, residential placements are a significant proportion of the total LAC cost and continue to be the area where alternative strategies to place these children are proving difficult. As a result, the service continues to be exposed to budgetary pressures.</p> <p>In addition to the above, further actions to mitigate the risk include:</p> <ul style="list-style-type: none"> • The work being done with Essex County Council, who has experienced a stabilisation in their LAC numbers following implementation of a targeted action plan. The learning from Essex is being shared with Wolverhampton. • The development of a Fostering Recruitment Strategy and Marketing Communication Action Plan which was presented to the Children and Young People scrutiny Panel at its November 2014 meeting. This includes the recruitment of a team of specialist foster carers, as well as a multi-disciplinary specialist team in the Council to support the carers, with a view to the specialist carers being ready to receive their first placements by April 2015. <p>As a result of the continuing budget pressures the risk remains red.</p>


Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
2 01/14	<p>Skills for Work</p> <p>If the city residents do not have the appropriate skills that employers require then they will be unable to access the jobs and opportunities available resulting in high rates of unemployment and increased demand on Council services.</p> <p>Risk owner: Tim Johnson Cabinet Member: Cllr Phil Page</p>	20 Red	20 Red		15 Red March 2015	<p>Progress made in the management of this risk is overseen by the Wolverhampton Skills and Employment Board which is represented by partners from the college, university, Council and major employers in the City.</p> <p>The actions taken in mitigating this risk involve the Council and its partners working together under numerous initiatives including:</p> <ul style="list-style-type: none"> • Work with Job Centre Plus and the use of job clubs and enterprise clubs. • Talent Match - working across the Black Country to provide tailored support and personalised pathways to 18-24 year olds who have been classed as “not in education, employment, or training (NEET) for at least 12 months”. • The Wolverhampton Employability Partnership whose priorities for the current year include matching skills with employment opportunities and also mapping out funding programmes to support skills development. • The “Working Together” pilot project through the City Deal, aiming to increase the employability of long term unemployed and economically inactive social housing tenants across the Black Country. <p>As a result of the numerous strategies and initiatives in place, the Enterprise and Business Scrutiny Panel has commenced a review into “employability and skills” which will look at the strategies being employed and provide assurance on their effectiveness. The review will be undertaken by the recently established Wolverhampton Skills Commission. The Commission comprises an external review panel with an independent Chair who will call for evidence from skills providers, the Council, university and employers and offer constructive challenge and help shape an integrated approach to skills and businesses employment needs. The Commission is expected to publish its initial findings in March 2015 after which an action plan will be developed to further progress the management of this risk, which will be monitored by the City Board.</p>


Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
3 01/14	<p>Information Governance (IG) If the Council does not put in place appropriate policies, procedures and technologies to ensure:</p> <ul style="list-style-type: none"> • That the handling and protection of its data is undertaken in a secure manner and consistent with the provision of the Data Protection Act 1998 • Compliance with the Freedom of Information Act and Environmental Information Regulations <p>then it may be subject to regulatory action, financial penalties, reputational damage and the loss of confidential information.</p> <p>Risk owner: Keith Ireland Cabinet Member: Cllr Paul Sweet</p>	16 Red	16 Red		12 Amber March 2015	<p>This risk continues to be monitored by the Information Governance Board. Since last reviewed, the following actions have been taken in the mitigation of this risk:</p> <ul style="list-style-type: none"> • The Council now has eight officers (including information asset owners and administrators) who have recently completed the Senior Information Risk Officer training. • Approval has been given to the procurement and roll out of an automated IT solution for protective marking documents. Further assurances are also being sought on how we ensure that all new employees, temporary and agency workers complete the relevant protective marking training. • Compliance with freedom of information requests continues to be high, and temporary resources have been employed to deal with the delays encountered in dealing with subject access requests. An update on the Council's performance in this area was presented to the Scrutiny Board at its December 2014 meeting. • Compilation of the self- assessment against the requirements of the Information Governance (social care) Toolkit has commenced, for submission to the Department of Health. This is to obtain N3 connection by March 2015. Once achieved, this will allow the Council to securely access and share data held on NHS systems which will be essential to implement key transformational programmes including the Better Care Fund. • The Information Governance team is supporting managers in formatting relevant data sets to ensure the Council is compliant with the new requirements of the Local Government Transparency Code. <p>In terms of information incidences, one incident has arisen since last reported, which has now been closed down and an agreed action plan put in place. There are currently no cases with the Information Commissioners Office for investigation.</p> <p>The target date continues to reflect the expected date to obtain N3 connection.</p>


Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
4 01/14	<p>Medium Term Financial Strategy</p> <p>If the Council is unable to agree and operate within its medium term financial strategy (MTFS) this may exhaust reserves, result in the potential loss of democratic control and the inability of the Council to deliver essential services and discharge its statutory duties.</p> <p>Risk owner: Strategic Executive Board Cabinet Member: Cllr Andrew Johnson</p>	15 Red	15 Red		10 Amber March 2016	<p>The updated position of the MTFS and a summary of the risk register were presented to Cabinet on 22 October 2014 and an update presented to the Scrutiny Board at its December 2014 meeting which showed a forecast budget challenge of £37 million after identified savings for the five year period from 2014/15 to 2018/19.</p> <p>The outturn for the six month period to 30 September 2014 has been presented to Cabinet (Resources) Panel. This shows the projected outturn for the General Fund with a net £3.3million overspend, which is largely attributable to Looked After Children and expenditure on care packages for older people.</p> <p>Progress against the achievement of savings for 2014/15 are reviewed on an ongoing basis and the latest report shows that of the £21.3 million required, £10.2million has been achieved, and a further £8.1 and £2.9million have a high or medium confidence of materialising respectively.</p> <p>The independent review of the MTFS model which provided some assurance on the management of this risk was reported to the Audit Committee meeting in September and is also being presented at the next Scrutiny Board meeting in February. It is understood that the recommendations from this review are being implemented. A validation exercise by internal audit on the accuracy of the MTFS model found no issues. An internal audit review of the assumptions made in compiling the Strategy is being carried out and will be reported to Scrutiny in February 2015.</p> <p>Although the financial risk for 2014/15 is assessed as amber, the assessment for the medium term remains red as there continues to be significant financial challenge, uncertainty and risk for the Council from 2016/17 onwards.</p>

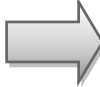
Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
7 01/14	<p>Safeguarding</p> <p>If the Council's safeguarding procedures and quality assurance processes are not consistently and effectively implemented then it will fail to safeguard children and vulnerable adults and lead to reputational damage.</p> <p>Risk owner: Strategic Executive Board Cabinet Member: Cllr Val Gibson</p>	15 Red	15 Red		10 Amber Next Ofsted inspection	<p>This risk continues to be overseen by the children's and adult's local safeguarding boards.</p> <p>Following the preparation of self-assessments for both children's and adult's safeguarding that were previously reported, these have now been reviewed (by the West Midlands Association of Directors of Children's Services and the West Midlands Association of Directors of Adult Social Services respectively) and feedback received. A report "Our Story" has also been presented to the Cabinet Member for Children and Families, detailing the work being done to safeguard children. Following this, an improvement plan is now being developed which will set out the actions that will be taken and the timescales involved. The Improvement Plan will be monitored by a cross service safeguarding team including representatives from the Youth Offending Team, Public Health, Looked After Children and Safeguarding teams.</p> <p>In terms of child sexual exploitation (CSE), the CSE strategy has been updated and re-launched by the safeguarding Board in November. Multi agency sexual exploitation (MASE) meetings are also held with children and their families, with agreed care plans put in place, where a risk of exploitation has been identified.</p> <p>In terms of the Council's role in ensuring safeguarding in schools, the appointment of a school's safeguarding officer has been approved and once appointed, will provide assurance on compliance with s175 and "Keeping Children Safe in Education".</p> <p>For adult safeguarding, a quality assurance framework is being developed to provide assurance on how the Council is complying with the statutory framework that comes into effect on 1 April 2015. A scoping group has also been established to carry out a safeguarding alert pilot audit and a three month pilot of this tool has commenced. The scoping group is in the process of developing a case file audit tool to enable it to carry out a three month audit commencing in February 2015.</p>

Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
8 01/14	<p>Business Continuity Management (BCM)</p> <p>Failure to develop, exercise and review plans and capabilities that seek to maintain the continuity of critical functions in the event of an emergency that disrupts the delivery of Council services.</p> <p>Risk owner: Ros Jervis Cabinet Member: Cllr Andrew Johnson</p>	15 Red	15 Red		10 Amber March 2015	<p>This risk continues to be managed and monitored by the Wolverhampton Resilience Board.</p> <p>The business continuity planning policy has been updated, and will be presented to the Strategic Executive Board for final approval.</p> <p>The Council has identified, benchmarked and agreed 31 'priority one' services. These services have been identified due to the business impact that would materialise in the event of a disruptive incident. Consequently, resources will be reallocated from lower priority services to enable the higher ones to begin operating and be recovered to an acceptable level.</p> <p>Once user acceptance testing of a new electronic planning tool has been completed, work will commence to develop continuity plans for these priority one services in the first instance. It is envisaged this work will be completed by March 2015, after which continuity plans for priority two services will be developed.</p> <p>The plans will be developed using an IT based tool which in due course will be linked into the Council's new Agresso system and will allow automatic alerts to be flagged up to service leads to review and update their plans each time there is a relevant change to employee details (for example, leavers, restructures).</p>




Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
10 01/14	<p>Economic Inclusion</p> <p>If the Council and its partners do not work effectively together to promote and enable growth then the risk of economic exclusion will materialise and demand for Council services will continue to increase.</p> <p>Risk owner: Keren Jones Cabinet Member: Cllr Peter Bilson, Cllr Phil Page and Cllr Elias Mattu</p>	16 Red	16 Red		12 Amber June 2015	<p>The measures in place to manage this risk as reported previously continue to be in place. This includes the City Conference, planned by the City Board which took place between 29 September and 6 October. The aim of the Conference was to attract strategic businesses with a high growth potential and the job and supply chain opportunities they bring. The Conference was also about supporting the City's home-grown entrepreneurs to develop and grow their businesses, and helping businesses to innovate and become more internationally competitive. The business links that were established during the Conference are currently being followed up after which an evaluation of the event will be conducted and the findings reported to the City Board's meeting in December.</p> <p>A further measure in managing the risk is the recent announcement of the City becoming a business improvement district which will allow the implementation of a business plan to drive a three million pound investment in the City Centre over the coming years.</p>



Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
11 01/14	<p>The Care Act</p> <p>If the Council does not have robust plans in place to implement the Care Act including:</p> <ul style="list-style-type: none"> • Appropriate governance arrangements • Appropriate project management arrangements • Sufficient financial resources • Sufficient workforce capability and capacity • Effective information systems <p>then it will fail to meet its new responsibilities and discharge its statutory obligations.</p> <p>Risk owner: Tony Ivko Cabinet Member: Cllr Steve Evans</p>	15 Red	15 Red		10 Amber April 2015	<p>Following the consultation process that was previously reported, the Department of Health published the final statutory guidance and the final Care Act guidelines on 23 October 2014. The Council is currently in the process of considering and assessing the impact of this.</p> <p>The programme risk register which captures the risks associated with the successful implementation of the Act, currently shows key risks in the areas of finance and the capability and capacity of other resources.</p> <p>Some of the uncertainty surrounding these risks has since reduced as a result of recent announcements by the Department, including the tightening of the minimum eligibility thresholds for entitlement to social care support. It is understood that the revised threshold now aligns to the current Council practice. Despite this however, there remains an added demand on resources as a result of self-funders who are now included within the Act.</p> <p>The Council is currently testing two financial models to use to deliver the requirements of the Act (the Birmingham model and the Lincolnshire model), which will assess the financial impacts these models would result in, if adopted by the Council.</p> <p>In terms of decision making and implementing the Act, the Council is working with 14 other local authorities across the region to ensure risks (of a judicial review for example) are minimised.</p> <p>A communications strategy is also in place to ensure all stakeholders and in particular residents of the City fully understand the details of the Care Act and how it impacts them. To this end, the Department of Health continues to publish material for local authorities to use so that the messages communicated are consistent.</p> <p>A further assessment of the risk will be made once the final guidance and regulations have been fully considered by the Council, financial models tested and also once the final funding formula is announced by the Department of Health in 2015.</p>

Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
12 01/14	<p>Better Care Fund (BCF)</p> <p>If the Council and its partners fail to deliver the improved outcomes required by the Better Care Fund, demand on acute services will not be reduced, the reward money will not be received and the Council will not receive the additional resources promised by the Better Care Fund.</p> <p>Risk owner: Strategic Executive Board Cabinet Members: Cllr Sandra Samuels and Cllr Steve Evans</p>	15 Red	15 Red		10 Amber October 2015	<p>The Better Care Fund programme continues to be managed by the jointly appointed programme manager and is overseen by the Health and Well Being Board. An update on the progress made in the development of the programme was presented to the Scrutiny Board at its December 2014 meeting.</p> <p>The following actions have taken place to manage this risk:</p> <ul style="list-style-type: none"> • Following the resubmission of the Better Care Plan in September 2014, the Department of Health has rated the plan as “Approved with Support” which means that there is confidence in the delivery of the plan. In order to attain a rating with full assurance, further evidence and information needs to be submitted. The programme team is working to collate and submit this with a view to achieving a fully approved Plan by December. • Work stream leads are continuing with the development of their detailed service plans and service design proposals for a further submission. • The development of programme and work stream risk registers which will be monitored by the Quality and Risk Group. • Development of the management of the agreed pooled budget and Section 75 agreement for consideration and approval by the Health and Well Being Board in January. <p>The risk will continue to be assessed as red until implementation of the programme is underway and assurances received over the achievement of successful outcomes for the residents of Wolverhampton.</p>

Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date	Comment
14 01/14	<p>School Improvement</p> <p>If the Council does not provide effective support, challenge and appropriate intervention to raise standards in schools, then the Council and these schools are at risk of underperforming, receiving inadequate Ofsted judgements and a potential loss of control and influence.</p> <p>Risk owner: Tim Johnson Cabinet Member: Cllr Phil Page</p>	15 Red	15 Red		10 Amber From Sept 2014 to April 2015	<p>This risk is being managed by the Head of Standards and Vulnerable Pupils who was appointed in September 2014.</p> <p>The following actions have been taken to assist in the mitigation of this risk:</p> <ul style="list-style-type: none"> The Wolverhampton 2014 School Improvement Strategy has been further updated to clarify how risk assessments and categorisations are derived and the level of challenge that the Council will provide to each school. A School's Governance Strategy 2014 – 2016 has been developed and approved in October 2014. The strategy sets out how the Council will work with schools and governors and support them to be more efficient and effective. This includes, training provided, the Council's expectations of school governors and how a school's governing body will be evaluated for effectiveness. The strategy will be implemented from December 2014. Risk assessments for all primary schools have been completed and where appropriate, actions plans have been put in place and are monitored by school Improvement Boards to ensure progress is being made. <p>In addition to Ofsted reviews, assurance on the effectiveness of the above strategies is provided through audits and reviews carried out by school support advisors, who report their findings to the school's Improvement Board and where appropriate escalate issues to the Assistant Director, Education and Enterprise.</p> <p>In terms of the performance of Academies in the City, the Council has completed desk top analysis of all primary academies. The analysis is dependent on the availability of data and as such, the level of co-operation from the academies. Where concerns are identified these will be considered for escalation to the Secretary of State.</p> <p>The change in the target date reflects the timing of the next review of the school improvement strategy which will take account of the assurances obtained on the effectiveness of the strategy and the measures introduced, as noted above.</p>

The following are the **amber** corporate risks the Council faces in delivering its corporate priorities.

Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date
5 01/14	<p>FutureWorks</p> <p>If the Agresso system does not perform as expected then there will be a prolonged need to maintain the old system resulting in inefficiencies in service delivery; unplanned maintenance costs and delays in planned savings materialising.</p> <p>Risk owner: Keith Ireland Cabinet Member: Cllr Andrew Johnson</p>	10 Amber	10 Amber		5 Amber December 2014
6 01/14	<p>Compliance with Public Services Network (PSN)</p> <p>If the Council fails to achieve the required technology controls required for connection to PSN, and other similar information security regimes, then it will experience significant interruption to the delivery of its services.</p> <p>Risk owner: Keith Ireland Cabinet Member: Cllr Andrew Johnson</p>	5 Amber	5 Amber		5 Amber Achieved
01/14	<p>City Centre Regeneration</p> <p>If the city centre regeneration programme is not effectively managed in terms of project timings, costs and scope, then it will be unable to maximise opportunities including:</p> <ul style="list-style-type: none"> • The attraction of private sector investment • The creation of space to accommodate new businesses and economic growth • The enhancement and creation of visitor attractions • The creation of well paid employment • Retention of skilled workers • The creation of residential opportunities • A functioning city centre offer that serves the residents of the City • Increased prosperity • A reduced demand on Council services <p>Risk owner: Tim Johnson Cabinet Member: Cllr Peter Bilson</p>	8 Amber	8 Amber		8 Amber Achieved

Risk ref	Risk title and description	Previous score (August 2014)	Current score (November 2014)	Direction of travel	Target score and date
15 01/14	<p>Emergency Planning</p> <p>Failure to develop, exercise and review plans and capabilities for preventing, reducing, controlling or mitigating the effects of emergencies in both the response and recovery phases of major a incident.</p> <p>Risk owner: Ros Jervis Cabinet Member: Cllr Andrew Johnson</p>	9 Amber	9 Amber		6 Amber April 2015
16 01/14	<p>Equal Pay</p> <p>Significant equal pay liabilities have been dealt with over recent years. However, equal pay will remain a potentially significant risk until:</p> <ul style="list-style-type: none"> • The second generation claims, from trade union members, have been dealt with • Six years after the implementation of single status, until that time “Abdulla” type claims can still be brought <p>Risk owner: Keith Ireland Cabinet Member: Cllr Paul Sweet</p>	12 Amber	12 Amber		8 Amber April 2015
10/14	<p>Employee Management</p> <p>If policies dealing with employee management and in particular appraisals are not effectively implemented and complied with then:</p> <ul style="list-style-type: none"> • Employees may not be fully aware of the Council's objectives and their contribution to the achievement of them • Employees may not have the appropriate training and support to achieve high standards of performance • The Council may not have the required capability to deliver its objectives. <p>Risk owner: Keith Ireland Cabinet Member: Cllr Paul Sweet</p>	N/A	8 Amber	N/A	4 Green

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Scrutiny Board

27 January 2015

Report title	Welfare Reform Communications Progress Report	
Cabinet member with lead responsibility	Councillor Paul Sweet Governance and Performance	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Delivery	
Accountable employee(s)	Ian Fegan Tel Email	Head of Communications 01902 554286 Ian.Fegan@wolverhampton.gov.uk
Report to be/has been considered by		

Recommendations

The Scrutiny Board is requested to note the report and offer comments.

1.0 Purpose

- 1.1 The purpose of this cover report is to provide an account of progress on the implementation of recommendations resulting from the Welfare Reform – Communications’ Scrutiny Review undertaken in 2012-13, and seek sign off of the review.

2.0 Background

- 2.1 The Welfare Reform Act 2012 has introduced major changes to the benefits system, particularly for people of working age. It was enacted in March 2012, although implementation of the reforms specified in the Act did not start until April 2013.
- 2.2 A welfare reform programme was established to address the implementation and impact of welfare reform. Its programme brief was deliver the Council’s legal obligations under the Welfare Reform Act, to promote resilient households and communities in Wolverhampton in response to welfare reform changes and to ensure that the impact upon individuals, Council services and other providers was identified and managed.

3.0 Update on Progress – marketing communications

- 3.1 The welfare reform programme had a communications strategy and plan that underpinned the programme projects. A budget of £15,000 was allocated to the communications plan. This budget was fully utilised.
- 3.2 The communications strategy set four objectives. These were to explain:
- what the key welfare reform measures were
 - when they would come into effect
 - what their actual or likely impact would be
 - what individuals could do to mitigate this

These communications objectives were common to all audiences, including employees of the Council and its partner organisations. However, the messaging differed in that communications targeted at benefit recipients emphasised action (what to do, where to call), while those intended for professionals encouraged preparation of appropriate responses.

- 3.3 Here is a summary of the work carried out under the communications action plan:
- A central point of reference was established by updating the welfare reform page on the Council’s website (<http://www.wolverhampton.gov.uk/welfarereform>). This provided contacts for the welfare reform and benefits helpline, a list of important dates and downloadable documents for both the general public and professional advisers.

- Arrangements were made for a 'Benefits Bus' to visit various locations around the city carrying professionals to offer help and advice, plus a 'pop-up' advice shop in the city centre. The latter opened on Friday 30 August 2013
- The Benefits Bus and the pop-up shop were promoted through a leaflet distributed by Local Neighbourhood Partnerships (LNPs) and Wolverhampton Homes. A two-week radio advertising campaign promoting the Benefits Bus was also commissioned from Free Radio, beginning on 12 August. In the first week a general promotional message was carried, while the second week featured daily updates on the bus's location.
- New promotional literature was also commissioned, including a general information leaflet explaining the benefits changes; a leaflet identifying locations where internet access is provided free-of-charge; and a guide and application form for the local discretionary grants scheme. The literature was distributed through third sector partners, LNPs, GPs' surgeries, libraries, the Benefits Bus and the pop-up shop.
- Promotion of the welfare reform and benefits helpline for 12 months was guaranteed through using the patient information screens in local hospitals and health centres.
- Pocket guides were produced for frontline service providers, professionals and Councillors containing signposting information and a fast-track telephone number. A guide for local residents outlining the key changes and their implementation dates was also created.
- The Corporate Communications Team made extensive use of social media:
 - Daily promotions were carried on the Wolverhampton Today Facebook page.
 - @wolvescouncil made daily tweets
 - A Youtube video (<http://www.youtube.com/watch?v=i975pn0Pahc&feature=c4-overview&list=UUKp66DY9XI5yk4socqPYEog>) promoting the Welfare Reform and Benefits Helpline and the Benefits Bus was also made in-house.

4.0 Financial implications

- 4.1 The £15,000 communications strategy was funded from an existing marketing budget within the Delivery directorate.

GE/20012015/C

5.0 Legal implications

- 5.1 Whilst there are legal issues involving the delivery options in respect of the Welfare Reform legislation, there are no legal implications arising from this report.

RB/08012015/Q.

6.0 Equalities implications

6.1 The original work was supported by an Equality Analysis and as this report is an update for noting, there are no further equality implications..

7.0 Environmental implications

7.1 There are no environmental implications arising from this report.

8.0 Human resources implications

8.1 There are no human resources implications arising from this report.

9.0 Corporate landlord implications

9.1 There are no corporate landlord implications arising from this report.

10.0 Schedule of background papers

10.1 There are no background papers to this report.

Recommendation 1

Cabinet endorse the comments and early recommendations of the review group which supported the shaping and development of the draft welfare reform communications strategy and the governance arrangements for delivery of the strategy as follows;

- One dedicated telephone number for welfare reform enquiries:
 - For public
 - For frontline staff, Councillors and partners
- Identifying the resource to deliver the welfare reform telephone support lines
- The need to coordinate welfare reform communications campaign at a strategic level
- The need to produce information which contains links to signpost to the right services and support, that is to say FAQs, leaflets and information pack or card
- A campaign to inform and reassure those not directly impacted by the benefits changes
- To include basic information about managing debt on the corporate website which provides a summary of how to save; how to budget and a guide about loans and APR
- To signpost and provide links on the website to organisations that provide information and advice about debt and budgeting such as CAB, WH Money Smart team, WCCU, MAs and Turn2us
- To signpost and provide links to partners in media releases and information relating to welfare reform

Comment	Timescale/progress so far	Officer Responsible
<p>Dedicated WR Helplines</p> <ul style="list-style-type: none"> • Joint service proposed by Welfare Rights and CAB resourced by Cabinet decision 	<ul style="list-style-type: none"> • Joint WRS/CAB Welfare Reform Benefits Helpline & Response Team launched. 1,007 calls taken about 1,987 specific subject matters from 1 January 2013 to 31 July 2013 with 464 of the queries relating to Employment & Support Allowance. Councillors' Referral Form implemented in July but no referrals received. 	<p>Helen Winfield</p>

	<p>Welfare Reform Benefits Bus visited 14 destinations in weeks beginning 19 and 26 August 2013 -187 monitoring forms completed for those people seen with queries. 36 briefing sessions on Welfare Reform changes delivered to 1,019+ people including voluntary, statutory and third sector organisations and local radio broadcasts.</p>	
<p>Online Information Resource</p> <ul style="list-style-type: none"> An online resource of information downloads and expert links is in development and will be co-ordinated by the same CAB/Welfare Rights partnership 	<ul style="list-style-type: none"> Initial requirements delivered at www.wolverhampton.gov.uk/welfarereform - website developed and Information Pack plus Advisers Factsheets added. Wider WCC stakeholder group to meet to expand the content and define the role for additional ideas like an app or AV content 	<p>Helen Winfield</p>
<p>Communications Plan</p> <ul style="list-style-type: none"> Communications Service maintaining and managing delivery of a single co-ordinated public and stakeholder communications plan 	<ul style="list-style-type: none"> Communications Strategy and Action Plan agreed for implementation by the WR Board <ul style="list-style-type: none"> outdoor advertising campaign promoting the helpline number information provided to councillors and professionals advising of a “fast track” number to provide urgent support production of information booklets (printed and online) including Benefits Advice and Free Internet Access promotion of sensible borrowing and Credit 	<p>The Welfare Reform Board took overall responsibility for the Communications Strategy and Action Plan.</p> <p>All of the actions allocated to Corporate Communications under Recommendation 1 and noted under ‘Timescale/progress so far’ were completed successfully.</p>

	<p>Unions</p> <ul style="list-style-type: none"> - comprehensive web content including leaflets, FAQs, links to other partners and sources of information www.wolverhampton.gov.uk/weflarereform - press releases, social media releases, YouTube video production, radio campaign to raise awareness and signpost to helpline 	
<p>Campaign Delivery</p> <ul style="list-style-type: none"> • Dual campaigns for 25 March 2013 launch • Campaign to promote the new helpline to the public using outdoor media • Direct Mail campaign to frontline services (GPs, Head Teachers etc.), Councillors, and LSP partners to promote the fast-track private helpline, LGDS, and provide an updated WR rollout timeline 	<ul style="list-style-type: none"> • A multi-channel extensive media and promotion campaign has been undertaken with partners throughout the spring and summer 2013 	<p>The campaign was delivered in line with the plan. Here is a summary of the main activities:</p> <ul style="list-style-type: none"> • A central point of reference was established by updating the Welfare Reform page on the council’s website. This provided contacts for the Welfare Reform and Benefits Helpline, a list of important dates and downloadable documents for both the general public and professional advisers. • Arrangements were made for a ‘Benefits Bus’ to visit various locations around the city carrying professionals to offer help and advice, plus a ‘pop-up’ advice shop in the city centre. The latter opened on Friday 30 August. • The Benefits Bus and the pop-up shop were promoted by through a leaflet distributed

		<p>by Local Neighbourhood Partnerships (LNPs) and Wolverhampton Homes. A two-week radio advertising campaign promoting the Benefits Bus was also commissioned from Free Radio, beginning on 12 August. In the first week a general promotional message was carried, while the second week featured daily updates on the bus's location.</p> <ul style="list-style-type: none">• New promotional literature was also commissioned, including a general information leaflet explaining the benefits changes and a leaflet identifying locations where internet access is provided free-of-charge. The literature was distributed through Third Sector partners, LNPs, GPs' surgeries, libraries, the Benefits Bus and the pop-up shop.• Promotion of the Welfare Reform and Benefits Helpline for 12 months has also been guaranteed through using the Patient Information Screens in local hospitals and health centres.• The Corporate Communications Team has also made extensive use of social media:<ul style="list-style-type: none">▪ daily promotions were carried on the Wolverhampton Today Facebook page
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		<ul style="list-style-type: none"> ▪ @wolvescouncil made daily tweets ▪ a Youtube video (http://www.youtube.com/watch?v=i975pn0Pahc&feature=c4-overview&list=UUKp66DY9XI5yk4socqPYEog) promoting the Welfare Reform and Benefits Helpline and the Benefits Bus was also made in-house.
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Recommendation 2

Cabinet agree to the development of a Digital Inclusion Strategy for the City taking into account the mapping exercise currently underway

- a) Further investigation of developing mobile device usage should be undertaken, including the need to check that the Council has the relevant technology for people to do things mobile i.e. aps
- b) Review computer access in public places across the City to ensure adequate capacity for increase demand:
 - Review computer usage rules in libraries (currently 3 hours) and other public access points and give consideration to dedicated use of one or more computers for form filling and non-leisure uses e.g. job search allowing for the individuals' capabilities on the computer
 - Where gaps in coverage identified, explore other possibilities e.g. use of schools, taking into account barriers to their use, discussing possible solutions with Heads and school governors where required.
- c) Explore the possibility of rolling out volunteer schemes providing support for people to access ICT who lack the confidence or skills taking into account personal privacy.

Comment	Timescale/progress so far	Officer Responsible
<ul style="list-style-type: none"> • Digital inclusion mapping exercise underway. • Connected City/Digital Inclusion Task & Finish Group established. • Draft Digital Inclusion Strategy for 	<ul style="list-style-type: none"> • Digital inclusion mapping exercise complete. Digital Inclusion Strategy developed, based on number of national and local drivers, by Connected Cities Task & Finish Group. • Final Digital Inclusion to be presented to 	Heather Clark

<p>consultation</p> <ul style="list-style-type: none"> Revised draft presented to Welfare Reform Board. Seek external funding to address gaps and enhance provision including explore opportunities from local support services framework Monitor demand on introduction of Universal Credit for new claimants between October 2013 and March 2014. 	<p>Cabinet on 11 September 2013 for signoff, following consultation with Welfare Reform Board during August.</p> <ul style="list-style-type: none"> Digital inclusion intervention being designed as part of the social inclusion priority of the Black Country European Investment Strategy 2014-20. Initial meeting held of Local Support Services Framework for Universal Credit claimant. Wolverhampton is not in the latest round of Universal Credit roll out; however, the implementation plan to take forward the actions within Digital Inclusion Strategy will evolve to reflect the demand created through its introduction. 	
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Recommendation 3

Councillors to be provided with a point of contact (to be determined) which will enable them to raise any emerging welfare reform issues.

Comment	Timescale/progress so far	Officer Responsible
<p>Item covered through the dedicated fast-track helpline being provided from 25 March 2013 for frontline services and professionals.</p>	<ul style="list-style-type: none"> Dedicated fast-track line open from 25 March 2013. Stats only available from June onwards (due to CAB data recording system tweaks needed). There were no fast-track callers in June and only 2 in July. No calls have been received from Members. 	<p>Helen Winfield</p>

Recommendation 4

The Council gives further consideration to the causes of underclaiming of benefits and considers options for the promotion

of take up of benefits		
Comment	Timescale/progress so far	Officer Responsible
<ul style="list-style-type: none"> • A campaign to promote benefit take-up is among the possible additional campaigns above. • Potential to integrate this with a campaign to redress stigmatisation around benefits, repeat promotion of the helpline, progress digital inclusion communications, repeat 'reassurance' and sensible borrowing messages 	<ul style="list-style-type: none"> • A multi-channel extensive media and promotion campaign has been undertaken throughout the spring and summer 2013 to signpost people to sources of professional advice and support relating to the Welfare Reform Act. Key activities are described above in the response to the recommendation. 	<p>A separate campaign to promote benefits take-up was not agreed by the Welfare Reform Board, primarily for budgetary reasons.</p> <p>We recommend that consideration be given to a campaign of this type should the necessary funds be available in the future.</p>

Recommendation 5

Cabinet agree to make a cross party statement on behalf of Wolverhampton City Council to Wolverhampton MPs to welcome the Government proposals for regulation of payday loan and credit card APR rates in light of the impact of welfare reform and debt on the City .

Comment	Timescale/progress so far	Officer Responsible
<ul style="list-style-type: none"> • Welfare Reform Board, through chair (Sarah Norman), to draft a statement to provide to Portfolio Holder 	<ul style="list-style-type: none"> • There has been much local and national publicity/campaigns to highlight the impact and consequences of short term loans 	Anthony Ivko

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Scrutiny Board

Report title	Complaints Report Quarter 2	
Cabinet member with lead responsibility	Councillor John Reynolds Central Services	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	City Direct	
Accountable employee(s)	Sarah Campbell Tel Email	Complaints Officer 01902 551226 sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	n/a	

Recommendation(s) for action or decision:

The Panel is recommended to review complaints management and performance for the period July 2014 to September 2014.

1.0 Purpose

- 1.1 The purpose of this report is to provide a summary of the complaints, compliments and Local Government Ombudsman enquiries received by the Council during the period quarter two - July, August and September 2014.
- 1.2 Complaints, compliments and Ombudsman enquiries are considered as a form of customer feedback. They are recorded and monitored by Customer Services Corporate Complaints Team within the Delivery Directorate. Monitoring customer feedback provides details about the types of complaints that are received by the authority and highlights any improvements or amendments made to service provision or delivery.

2.0 Complaints

- 2.1 During quarter two, the Council received 127 stage one corporate complaints; complaints are assessed as to whether they are justified or not by the Complaints Manager. Of the complaints received during this period, 17 stage one complaints were upheld (13%). Democratic Services accounted for the highest number of upheld complaints (seven). Their upheld complaints related to complainants' details held on the open register (six) and (one) regarding not receiving a postal vote. Details of all complaints received are attached to this report at appendix 1, pages 8 and 9.
- 2.2 A trend was identified with the complaints received for Democratic Services. Six of the upheld complaints related to an admin error which caused incorrect information to be sent out to several thousand residents advising that their details were available on the open register, when in fact this was not the case. Prompt action was taken to publicise the error, and apologies were provided to those customers who complained, as well as an explanation of the improvements made to service provision. As a service improvement an introduction of a second check for mailing and improved management of communication to residents has been implemented.
- 2.3 Revenues and Benefits received the highest number of complaints (19), followed by Waste Management (16) and Public Realm Services (14) (appendix 1, page 9).
- 2.4 During quarter two 98% of stage one complaints were responded to within the timescale (appendix 1, page 8). The Council has therefore achieved its target of responding to 90% of complaints within 21 calendar days during quarter two.
- 2.5 Response reminders are sent to investigating officers by the complaints team on a weekly basis. The complaints team also provides support to investigating officers to ensure that they meet deadlines by making contact with them by email and phone regarding deadlines, and ensuring customers are kept updated when delays are unavoidable.
- 2.6 Revenues and Benefits and Waste Management dealt with the highest number of complaints; however, they completed investigations into their complaints within an average of 12 days. This has contributed significantly to achieving an average overall response timescale of 13 days for quarter two (appendix 1, page 9).

3.0 Stage two complaints

- 3.1 During quarter two, six (5%) of the stage one complaints progressed to stage two of the complaints procedure. One of the stage two complaints was partially upheld; this related to a failure to inform the complainant of the decision to suspend a claim for housing benefit.
- 3.2 A report was issued by the Complaints Manager regarding the complaint about Revenues and Benefits. All recommendations from the report were agreed.
- 3.3 There were no further issues or concerns with the complaints that progressed to stage two.

4.0 Local Government Ombudsman enquiries

- 4.1 During quarter two the Council received 19 enquiries from the Local Government Ombudsman (LGO). Ten were received for Delivery, three for Education and Enterprise, two Community, three for Wolverhampton Homes and one was received regarding employment matters.
- 4.2 Delivery received ten LGO enquiries as follows:
- Democratic Support (seven enquiries)
 - Public Realm Services (one)
 - Waste Management (one)
 - Revenues and Benefits (one)
- 4.3 An enquiry relating to Democratic Support was upheld due to maladministration and injustice for a fault in a school admission appeal process. The Council offered a fresh appeal with new panel members and a new clerk as a suitable remedy for the injustice caused. A Service Improvement Report about the school admissions appeal report process is due to be submitted to the service group with recommendations for changes to service delivery.
- 4.4 With regards to Education and Enterprise, one enquiry was received about Environmental Health and two enquiries were received about Private Sector Housing.
- 4.5 With regards to Community, one enquiry was received about adult social care and one enquiry was received about child social care. We are still awaiting the outcome of the adult social care complaint. This will be included in the quarter 3 Complaints Report.
- 4.6 Two enquiries were received from the Housing Ombudsman in relation to Wolverhampton Homes. One enquiry was received about dissatisfaction with the outcome of a complaint and a second enquiry was received about dissatisfaction with the complaint process. We are still awaiting the outcome of both enquiries. This will be included in the quarter 3 Complaints Report.

5.0 Compliments

- 5.1 For the period quarter two the Council received 20 compliments. The Housing Options Team accounted for the highest number of compliments received (nine) followed by City Direct (three). The compliments were regarding customer service delivery.

6.0 Monitoring Information

- 6.1 There are no concerns with the data analysis, and there is no evidence of any groups being disproportionately affected. The equalities data is based upon what complainants have provided and therefore there are no concerns of any groups being disproportionately affected. This is reflected in appendix 1, pages 11-25.

7.0 Focus Group

- 7.1 A complaints focus group took place during November 2014; the themes for the meeting were garden waste collections and customer service in libraries. The focus group notes were circulated to all participants and to the relevant service groups. The focus group findings will be presented to the Service Improvement Group to drive service delivery and to ensure that improvements are customer led.

8.0 Service Improvements

- 8.1 The Complaints Team produce service improvement reports for upheld complaints where the recommendations are for a change to policy or service delivery. The recommendations are agreed with Heads of Service and shared with the relevant Service Director and Strategic Director, and the Managing Director.
- 8.2 The production of service improvement reports commenced in January 2014. During quarter two the Complaints Team will be recommending service improvements which have been agreed and implemented:

Report 1:

This related to a complaint received from the LGO about the Council's school admission appeal process in Democratic Support. The complaint was upheld due to maladministration and injustice for a fault in the school admission appeal process. This was caused by late despatch of appeal documentation. The Council offered a fresh appeal with new panel members and a new clerk as a suitable remedy for the injustice caused. A Service Improvement Report about the school admissions appeals report process is due to be issued. The outcome of this will be included within the quarter three report.

Report 2:

This related to a complaint received at stage two of the complaints process and was partially upheld. This complaint related to a failure to inform the complainant of the

decision to suspend a claim for housing benefit. The improvements have been agreed and will be monitored over the next 12 months.

9.0 Corporate complaint handling improvements

- 9.1 The corporate complaints procedure was reviewed in 2013 to improve the handling of complaints. One of the improvements made to the procedure was to reduce the response timescale from 28 calendar days to 21 calendar days. For the period 2013/14 the average time taken to respond to complaints was 14 calendar days.
- 9.2 Prior to 2013, complaints were sent to recording officers for each directorate by the Complaints Team for allocation to an investigating officer. Currently, all corporate complaints, with the exception of those received for the Community Directorate, are allocated directly to the investigating officer by the Complaints Team. The Complaints Team is now able to effectively and actively monitor timescales and provide support to investigating officers to ensure that complaints are responded to within the timescale. This has resulted in a significant improvement to complaint response timescale. For quarter one 100% of complaints received a response within timescale and for quarter two, performance was 98%.
- 9.3 Response timescales are currently under review with a view to further improve service delivery; this is subject to approval of a separate report which will also consider the centralisation of all corporate complaints.
- 9.4 Further improvements to complaint handling this quarter include the following:
- Establishment of a Service Improvement Group to regularly review complaint trend and concerns.
 - Establishment of a customer focus group to ensure that improvements as a result of complaints are customer driven.
 - Implementation of the Regulators' Code, which came into statutory effect on 6 April 2014 under the Legislative and Regulatory Reform Act 2006, replacing the Regulators' Compliance Code. It provides a clear, flexible and principles-based framework for how regulators should engage with those they regulate. The code states that regulators should publish, on a regular basis, details of their performance against their service standards. This includes feedback received from those they regulate, such as customer satisfaction surveys; data relating to complaints about them; and appeals against their decisions.

10.0 Ward Data

- 10.1 During quarter two ward complaint data has been collated. Monitoring ward data provides details about the types of complaints per ward that we receive as an authority and highlights trends in ward areas. This is outlined in appendix 1, pages 12-26.

11.0 Financial implications

- 11.1 There are no financial implications associated with this report.

[CH/13012015/S]

12.0 Legal implications

- 12.1 The Regulators' Code is a statutory code of practice that came into statutory effect under the Legislative and Regulatory Reform Act 2006, providing a framework for how regulators should engage with those they regulate.
- 12.2 Regulators, such as Local Government Authorities, must ensure compliance with legislative acts, by having due regard to the Code in developing the principles and policies which guide its regulatory activities.

[RB/13012015/A]

13.0 Equalities implications

- 13.1 There are no equalities implications associated with this report.

14.0 Environmental implications

- 14.1 There are no environmental implications associated with this report

15.0 Human resources implications

- 15.1 There are no human resource implications associated with this report.

16.0 Corporate landlord implications

- 16.1 There are no corporate landlord implications associated with this report.

17.0 Schedule of background papers

- 17.1 Confident Capable Council Scrutiny Panel, 10 October 2014 – Annual Complaints Report.

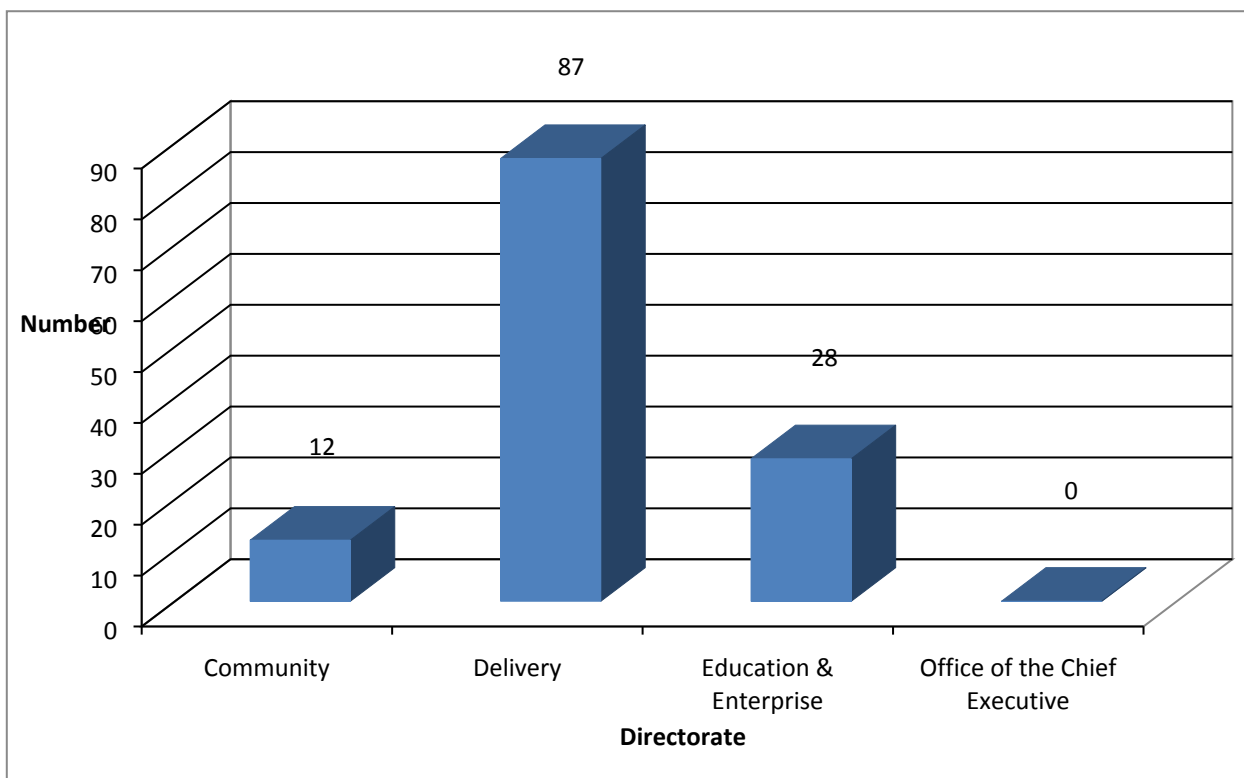
Appendix 1

Customer Insight Report

Number of stage 1 complaints received per Directorate Quarter 2 July - September 2014-15

Directorate	Number of complaints received	Average response (days)	Number of complaints upheld	Number of complaints responded to within timescale
Community	12	12.0	1	11
Delivery	87	12.0	16	86
Education & Enterprise	28	14.0	0	28
Office of the Chief Executive	0	0.0	0	0
Total	127	13.0	17	125
Percentage			13%	98%

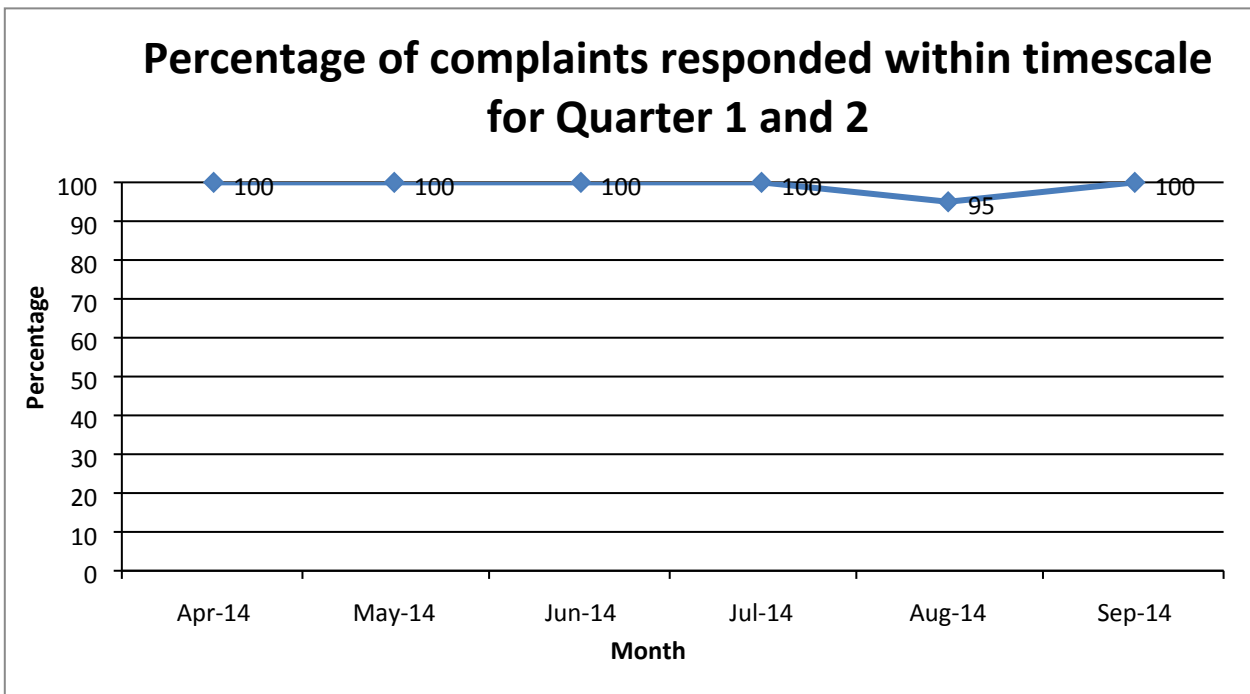
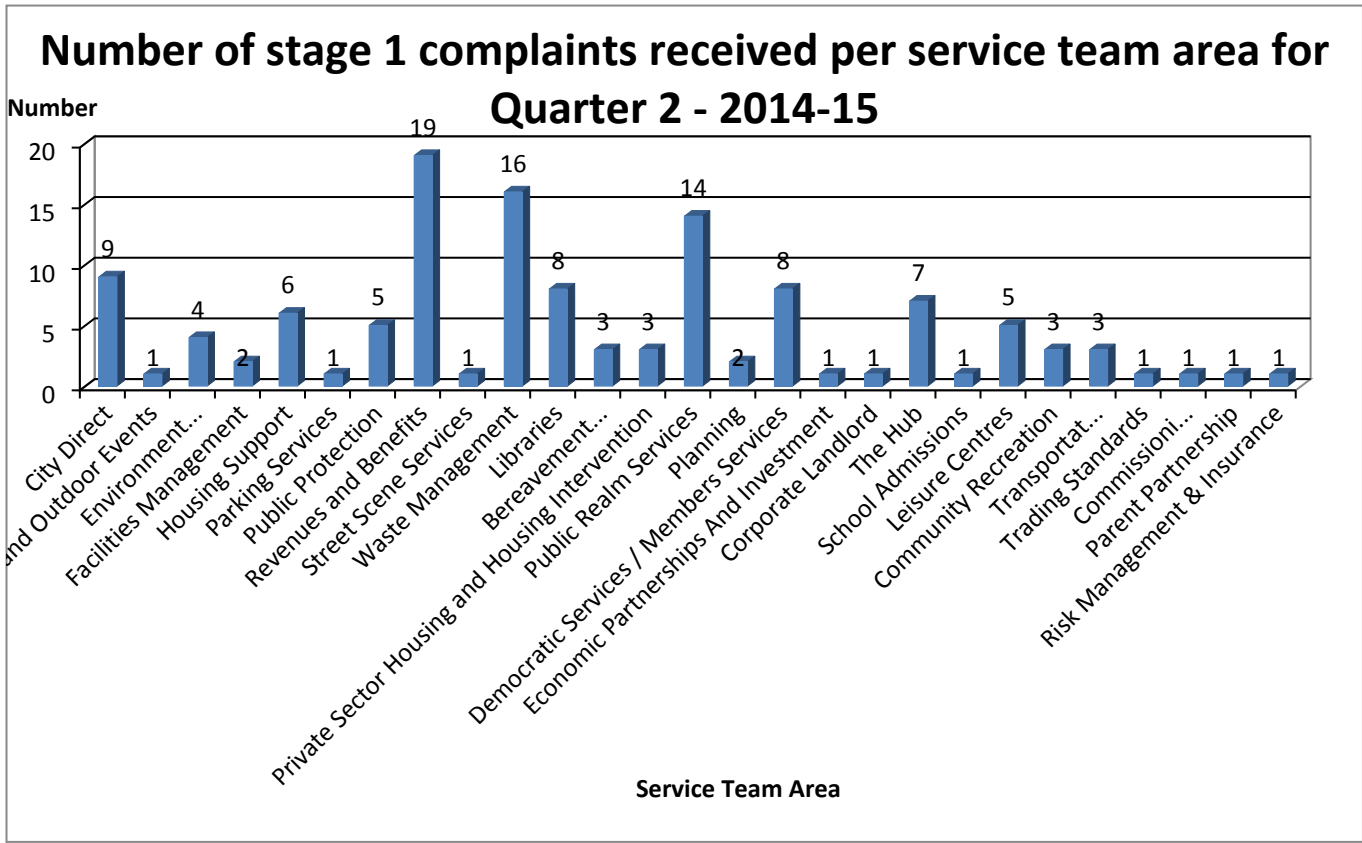
Number of complaints received per Directorate for Quarter 2 – 2014-15



Number of stage 1 complaints received per service team

Quarter 2 – July – Sept 2014

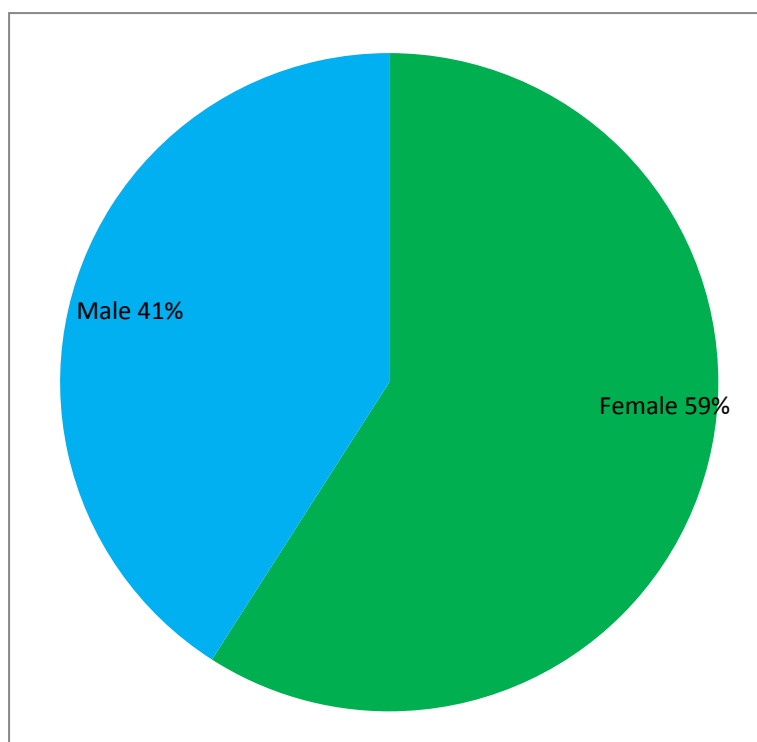
Service Team Area	Number of complaints received	Average response (days)	Number of complaints upheld	Number of complaints responded to within timescale
City Direct	9	15.0	4	9
Civic Halls and Outdoor Events	1	17.0	0	1
Environmental Health, Trading Standards and Licensing	4	14.0	0	4
Facilities Management	2	9.0	1	2
Housing Support	6	12.0	0	6
Parking Services	1	22.0	0	0
Public Protection	5	15.0	0	5
Revenues and Benefits	19	12.0	1	19
Street Scene Services	1	1.0	0	1
Waste Management	16	12.0	1	16
Libraries	8	8.0	0	8
Bereavement Services	3	11.0	0	3
Private Sector Housing and Housing Intervention	3	7.0	0	3
Public Realm Services	14	9.0	1	14
Planning	2	14.0	0	2
Democratic Services / Members Services	8	5.0	7	8
Economic Partnerships And Investment	1	20.0	0	1
Corporate Landlord	1	20.0	0	1
The Hub	7	9.0	1	7
School Admissions	1	16.0	0	1
Leisure Centres	5	16.0	0	5
Community Recreation	3	20.0	1	2
Transportation	3	10.0	0	3
Trading Standards	1	21.0	0	1
Commissioning - C&YP	1	16.0	0	1
Parent Partnership	1	21.0	0	1
Risk Management & Insurance	1	12.0	0	1
Total	127	13.0	17	125



Equalities data for stage 1 complaints for Quarter 2 - 2014-15

Service Group	Gender - Female	Gender - Male
Schools, Skills & Learning	0	1
Regeneration	12	11
Central Services	10	12
Partnerships Economy and Culture	2	1
Health and Well Being and Disability	1	0
Older People and Personalisation	10	0
Environment and Leisure	22	17
Finance	17	10
Children Young People and Families	1	0
Total	75	52

Equalities Data – Gender – Quarter 2 Complaints Received 2014-15



Complaint Ward Data Quarter 2 – 2014-2015

Key
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Bilston East	3		G=Female	Complaint regarding customer service received by an officer in public protection
			G=Female	Complaint regarding service received from waste management
		1	G=Male	Complaint regarding conflicting advice provided regarding blue badge timescales for mother's blue badge
Bilston North	4		G=Female	Complaint regarding dispute about non payment of council tax
			G=Female	Complaint regarding Environmental Health officer no show
			G=Male	Complaint regarding Bilston cemetery - damage to headstone and unsatisfactory work carried out surrounding gravestone
			G=Male	Complaint regarding the conduct of one of our officers

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Blakenhall	4		G=Male E=AsianIndian A=25-44	Complaint regarding lack of response/advice from Trading Standards
			G=Male	Complaint regarding no response to request for meetings to resolve fly tipping issues with Environmental Health
			G=Male	Complaint regarding unhappy with officer assigned for investigation at service level
		1	G=Male	Complaint regarding details on the open register
Bushbury North	10		G=Female E=British A=60/65-74 D=Disability	Complaint regarding officer conduct (grave digger) at Bushbury Crematorium
			G=Female	Complaint regarding building works I54
			G=Female	Complaint regarding a huge and obstructive tree
			G=Female	Complaint regarding mouse treatment - not happy with 14 day revisit policy
		1	G=Female	Complaint regarding a Northcote Farm warden
		1	G=Female	Complaint regarding delay in issuing Blue Badge
			G=Male	Complaint regarding bin mens' refusal to empty recycling bin after contamination had been removed

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Male	Complaint regarding school admissions and appeals department - lack of response/communication for change of address
			G=Male	Complaint regarding tree encroachment
Bushbury South and Low Hill	6		G=Female E=WhiteBritish A= 60/65-74	Complaint regarding Low Hill Library - lack of communication regarding opening hours
			G=Female A=25-44	Complaint regarding officer conduct re: allegations of bin men using alleyway as a toilet
			G=Female	Complaint regarding reinscription fee - disagrees with policy to pay £90 - bereavement services
			G=Female	Complaint regarding a ASB neighbour and no consultation during land being sold
			G=Female	Complaint regarding non payment of invoices
		1	G=Male	Complaint regarding service received by The Hub
East Park	3		G=Female E=British A=45-60/65	Complaint regarding dissatisfaction of closure of east park library
			G=Female	Complaint regarding LDGS team - lack of communication

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Ettingshall	1		G=Male	Complaint regarding a removed swing on Dixon Street Park and vandals
Fallings Park	4		G=Male E=BlackAfrican A=45-60/65	Complaint regarding direct debits not taken from account even though set up with an officer over the phone and provided WCC with new address - unhappy with summons received for council tax
		1	G=Female	Complaint regarding not receiving postal vote
			G=Male	Complaint regarding landlord requesting suspension of tenants HB claims- alleging no response to call back request from City Direct
			G=Male	Complaint regarding lack of communication with regards to concerns about a tree on private land - Public Protection
Graiseley	7		G=Female	Complaint regarding lack of response to application/booking for swimming lessons - Bert Williams Leisure Centre
			G=Female	Complaint regarding officer requesting police protection due to customer being threatening private sector hsg

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Officer, Private Sector Housing giving information to Social Services
			G=Female	Complaint regarding parking location of council contractor vehicles for street cleansing
			G=Female	Complaint regarding staff at Wulfrun Hall
			G=Male	Complaint regarding commercial company - delays in requests for action
			Blank	Complaint regarding outstanding invoices
Heath Town	2		G=Male	Complaint regarding officer conduct in homeless team
		1	G=Male	Complaint regarding details on the open register
Merry Hill	6		G=Female E=WhiteBritish A=45-60/65	Complaint regarding library being closed - Finchfield Library
			G=Male E=WhiteBritish A=60/65-74	Complaint regarding Shaw Road opening times - unhappy they have reverted to Winter Timetable
			G=Female	Complaint regarding poor communication from Council Tax
		1	G=Female	Complaint regarding details on open register
			G=Male	Complaint regarding bins collection policy
			G=Male	Complaint regarding maintenance of trees - unhappy that request is not being dealt with

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Oxley	5		G=Female	Complaint regarding domestic waste collection - refuse will not reattend
			G=Female	Complaint regarding maintenance of overgrown hedge
			G=Female	Complaint regarding reminders received to pay invoices
			G=Female	Complaint regarding school admission/exclusion of place - lack of confirmation of school place
			G=Male	Complaint regarding officer's response regarding tenancy
Park	5		G=Female	Complaint regarding collection of bulky waste - charged incorrectly twice for service
			G=Female	Complaint regarding delay in issuing refund for fit card
			G=Female	Complaint regarding officer conduct - parking services
			G=Female	Complaint regarding unsatisfactory support from Environmental Health department
			G=Male	Complaint regarding customer service received from council tax
Penn	1		G=Female	Complaint regarding library being closed and not enough library staff - Finchfield Library

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Spring Vale	8		G=Male E=British A=45-60/65	Complaint regarding bin not being emptied - second week running and starting to smell. Also brown bin not emptied no card left for explanation
		1	G=Female A=45-60/65	Complaint regarding the delay in processing HB claim
			G=Female	Complaint regarding a noisy neighbour and a re-erected wall
			G=Female	Complaint regarding Active kids at Blakenhall Community & Healthy Living Centre - lack of communication regarding payments
			G=Female	Complaint regarding late HB payments to LL and discretionary payments being held back
		1	G=Female	Complaint regarding Blue Badge application - length of time to process
			G=Male	Complaint regarding HB and Council Tax payments - unhappy with advice provided for arrears and officer conduct
			G=Male	Complaint regarding payment of Council Tax and rent for deceased

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
St Peter's	8		G=Male E=BritishWhite A=45-60/65 D=Disability	Complaint regarding no resolution/inadequate support from Environmental Health with regards to waste vent
			G=Female	Complaint regarding advice provided by housing outreach team
			G=Female	Complaint regarding bedbug treatment - alleges treatment not completed correctly
			G=Female	Complaint regarding customer service at Central Library
			G=Female	Complaint regarding delays re: Out of hours/N'hood Wardens in removing discarded needle
			G=Female	Complaint regarding the service received by council tax
			G=Male	Complaint regarding Housing Benefits - Payment reduction
			G=Male	Complaint regarding unhappy with policy re: unable to remove shrubs
Tettenhall Regis	8		G=Male E=WhiteBritish A=60/65-74 D=Disability	Complaint regarding refusal of additional garden bin
			G=Male E=WhiteBritish A=60/65-74 D=Disability	Complaint regarding surrounding trees not being cut properly

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Housing Benefit - requesting info from customer instead of Landlord
			G=Female	Complaint regarding housing options team - application loaded incorrectly and poor communication
			G=Female	Complaint regarding refuse worker conduct
			G=Female	Complaint regarding the advice that has been provided - in regards to her tree roots
			G=Male	Complaint regarding uncollected bin and conduct of refuse officer
			G=Male	Complaint regarding unhappy with planning permission granted
Tettenhall Wightwick	2	1	G=Female	Complaint regarding lack of action/communication by Street Scene regarding emptying of dog litter bin
			G=Male	Complaint regarding decision to reduce speed in York Avenue has negatively impacted traffic volumes in Linden Lea
Wednesfield North	6		G=Female	Complaint regarding a librarian - Officer conduct

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding converting Linthouse Lane into an environmental area
			G=Female	Complaint regarding Housing Benefit - unhappy with questioning about household composition
			G=Female	Complaint regarding incorrect information on city website
			G=Female	Complaint regarding officer conduct in risk and insurance department
			G=Male	Complaint regarding grass verges not being cut
Wednesfield South	4		G=Female E=Mixed A=16-24	Complaint regarding officer conduct on council tax reception (counter 19)
			G=Female	Complaint regarding loss of earnings due to closure of Low Hill Community Hub Centre
		1	G=Female	Complaint regarding brown bin not collected after being informed would be collected within 2 working days
			G=Male	Complaint regarding lack of action and communication by Street Scene
Unknown	30		G=Male A=60/65-74 D=Disability	Complaint regarding blue badge - Blue badge team make no allowances for changes by gov from DLA to PIP -

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
				unhappy with length of renewal process
			G=Female	Complaint regarding recovery agency bill issued to the incorrect address
			G=Male	Complaint regarding staff conduct - facilities management
			G=Male E=AsianIndian A=75 plus D=Disability	Complaint regarding the dispute with emptying the bins and location of bins
			G=Female E=Black Caribbean A=25-44	Complaint regarding customer service at Wolverhampton Central Library
			G=Female E=MixedWhite Black Caribbean A=25-44	Complaint regarding council tax payments - delays in responding to enquiry
			G=Female E=WhiteBritish A=16-24	Complaint regarding Housing Options team - incorrect advice providing by housing options team
		1	G=Male E=WhiteBritish A=25-44	Complaint regarding details on open register
			G=Female A=16-24 D=Disability	Complaint regarding an officers conduct in the Homeless Department
			G=Female E=British A=45-60/65	Complaint regarding outstanding invoices and lack of response to communication - residential placements

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Direct Debit not taken for mother's residential care
			G=Female	Complaint regarding non payment of invoices
			G=Female	Complaint regarding the service received by council tax
			G=Female	Complaint regarding Bert Williams Leisure Centre Swimming Lessons - denied swimming lessons due to customer refusing to provide children's personal information to the centre to be stored on database
			G=Female	Complaint regarding customer service at Wolverhampton Central Library
			G=Female	Complaint regarding officer conduct at Bert Williams Leisure Centre
			G=Female	Complaint regarding payment of waste removal from student accommodation.
			G=Female	Complaint regarding street scene - unhappy with pruning of the tree
			G=Female	Complaint regarding swimming policy for children - Bert Williams Leisure Centre
			G=Female	Complaint regarding wcc website and city pay telephone line

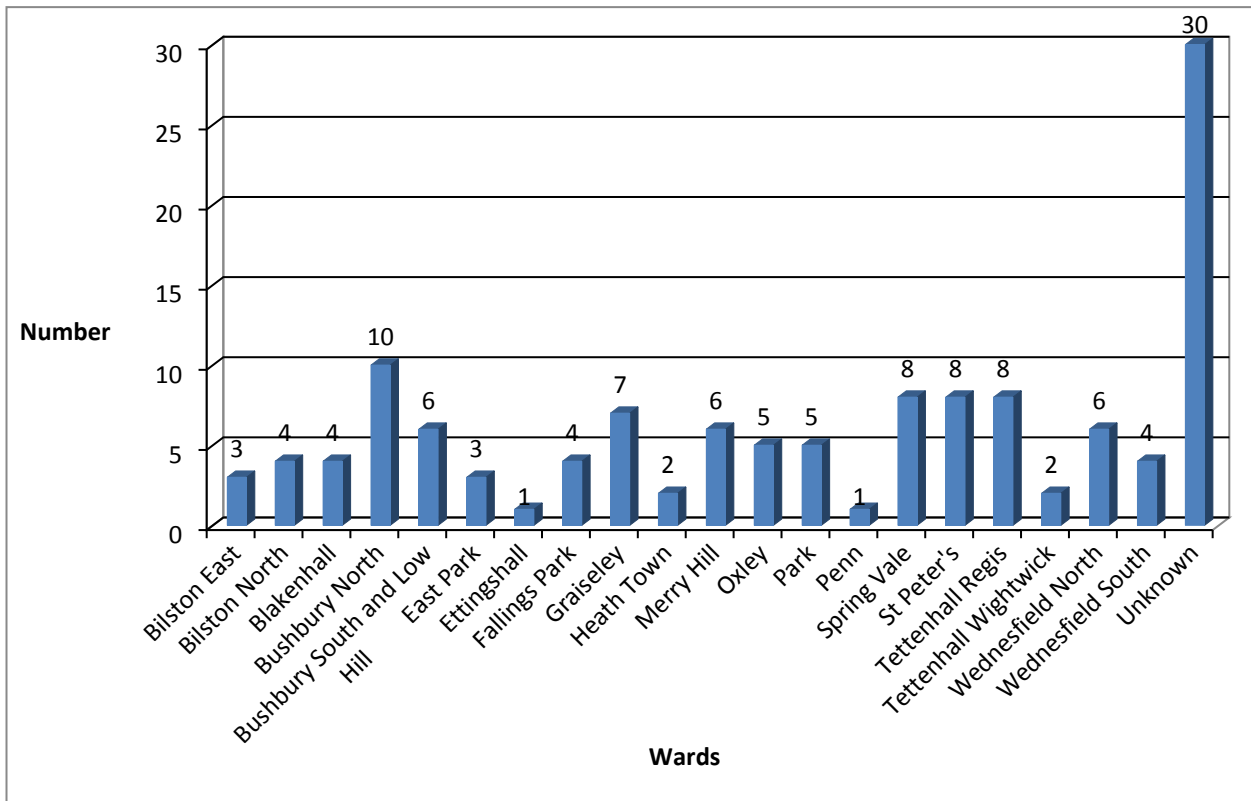
Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
		1	G=Female	Complaint regarding blue badge refund
			G=Male	Complaint regarding Black Country Gold Grant - unhappy with outcome of application
			G=Male	Complaint regarding democratic support/school admission processes and officer conduct
			G=Male	Complaint regarding information given from Housing Benefits
			G=Male	Complaint regarding no action/response from trading standards r: identity fraud tier 4 sponsor Bilston Community College
			G=Male	Complaint regarding refusal of over grown tree to be cut
			G=Male	Complaint regarding the service received from the Housing Benefits Section
		1	G=Male	Complaint on relative's behalf regarding Your Vote Matters circular - unhappy with process for open registers
		1	G=Male	Complaint regarding conduct of a Fleet Services driver
		1	G=Male	Complaint regarding received letter stating that he is on the open register when he has

				previously requested to be removed
Total	127	17		

Ward Complaint Data Received for Quarter 2 – 2014-2015

Wards	Number of complaints received
Bilston East	3
Bilston North	4
Blakenhall	4
Bushbury North	10
Bushbury South and Low Hill	6
East Park	3
Ettingshall	1
Fallings Park	4
Graiseley	7
Heath Town	2
Merry Hill	6
Oxley	5
Park	5
Penn	1
Spring Vale	8
St Peter's	8
Tettenhall Regis	8
Tettenhall Wightwick	2
Wednesfield North	6
Wednesfield South	4
Unknown	30
Total	127

Ward Data Complaints Received for Quarter 2 – 2014-2015



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