

# Scrutiny Board

10 September 2019

**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 Paul Sweet (Lab)  
**Vice-chair** Cllr Jonathan Crofts (Con)

### Labour

Cllr Philip Bateman MBE  
Cllr Alan Bolshaw  
Cllr Greg Brackenridge  
Cllr Paula Brookfield  
Cllr Val Evans  
Cllr Phil Page  
Cllr Rita Potter  
Cllr Stephen Simkins  
Cllr Mak Singh  
Cllr Jacqueline Sweetman

### Conservative

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 Services team:

**Contact** Julia Cleary  
**Tel/Email** 01902 555046 or [julia.cleary@wolverhampton.gov.uk](mailto:julia.cleary@wolverhampton.gov.uk)  
**Address** Democratic Services, Civic Centre, 1<sup>st</sup> floor, St Peter's Square,  
Wolverhampton WV1 1RL

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# Agenda

## Part 1 – items open to the press and public

*Item No.*    *Title*

### MEETING BUSINESS ITEMS

- 1            **Apologies for absence**
- 2            **Declarations of interest**
- 3            **Minutes of the previous meeting** (Pages 3 - 8)  
[To approve the minutes of the previous meeting as a correct record.]
- 4            **Matters arising**

### DISCUSSION ITEMS

- 5            **Annual Social Care, Public Health and Corporate Complaints Report** (Pages 9 - 52)
- 6            **Update on Brexit Preparations**  
[To receive an update from Martyn Sargeant, Head of Governance.]  
[Report will be sent to follow.]
- 7            **Surface Water Flooding Scrutiny Review Update** (Pages 53 - 56)  
[To provide an update on progress to improve the City of Wolverhampton Council's response to out of hours emergencies, and to strengthen resilience to manage such incidents effectively.]
- 8            **Work Programme** (Pages 57 - 78)  
[To consider the Board's work programme for future meetings.]
- 9            **Forward Plan of Key Decisions** (Pages 79 - 96)

## Attendance

### Members of the Scrutiny Board

Cllr Paul Sweet (Chair)  
Cllr Jonathan Crofts (Vice-Chair)  
Cllr Stephen Simkins  
Cllr Jacqueline Sweetman  
Cllr Philip Bateman MBE  
Cllr Greg Brackenridge  
Cllr Alan Bolshaw  
Cllr Paula Brookfield  
Cllr Jonathan Crofts (Vice-Chair)  
Cllr Val Evans  
Cllr Phil Page  
Cllr Rita Potter  
Cllr Wendy Thompson  
Cllr Paul Sweet (Chair)

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## Part 1 – items open to the press and public

*Item No.*     *Title*

- 1        **Apologies for absence**  
Apologies for absence were received from Cllr Mak Singh.
  
- 2        **Declarations of interest**  
There were no declarations of interest.
  
- 3        **Minutes of the previous meeting**  
Resolved:  
          That the minutes of the previous meeting be approved as a correct record and signed by the Chair.
  
- 4        **Matters arising**  
There were no matters arising.
  
- 5        **Civic Halls Update**  
The Chair welcomed Richard Lawrence, Director of Regeneration to the meeting.  
  
There were three elements to the current scheme regarding the refurbishment of the Civic Halls:
  1. The design element (including planning),
  2. The future operating model
  3. The physical build

It was confirmed that on 17 June 2019, the contractors had ceased trading and the Council now needed to procure a new contractor for the refurbishment.

At the moment the Council was progressing against the required framework. The Council was confident that there would be a new contractor in place by the Autumn and that this would keep the project within budget and timeframes.

The collapse of the contractors had been unforeseen, and it was confirmed that all due diligence processes had been completed as part of the original contract and prior to the variation of contract in February/March this year. At no point during this time had there been any indication that the contractors were going to stop trading. The Council had taken all necessary health and safety checks to close the Civic Halls and to terminate the contract.

It was confirmed that the first part of contract had ended on 31 May with the second phase due to start on 1 June. This meant that even though there had been mobilisation for phase 2 no payments had been made and a performance bond was in place so there were no additional costs to the Council and there would be no procurement delays and no budgetary increases in the finding of a new contractor.

The Board considered that there had to be a delay as work was not going on at the moment. It was confirmed that work was not going on but that it was hoped to restart in the Autumn.

It was confirmed that part of the work had been completed and that the asbestos had been removed but there was still a long way to go.

The Board considered the issue of due diligence and questioned what this actually meant and what analysis had specifically been carried out by the Council in relation to the contractors. The Board queried who had carried out the due diligence and some members considered that it should have been a contractor firm with a detailed understanding of what was required rather than a solicitor firm.

The Board questioned how much money had been paid to the Contractor and whether there was still money owing.

The Director for Regeneration confirmed that the Council had paid the contractors for the first phase of the project which had included asbestos removal and had concluded on 31 May. Nothing had been paid following this.

The question was also raised as to why this project had only been given an amber risk rating when it had been considered by the Audit Committee recently. The Board considered that it needed further assurance that the projects were going well and questioned what, if anything was now going to be left out of the original design.

The Board considered that it was a strong statement regarding the fact that the project would remain on schedule and budget and queried whether the Director of Regeneration had any concern that the project might get blown off course considering the assurances he had now given. It was vital to get the project back on track and managed well.

The Board considered that given the circumstances, the Council could not have known what was going to happen regarding the contractor and that it was now imperative to try and get things right for the future. It was time to pick up the pieces and get back on track whilst ensuring that all policies, procurement processes and audits were carried out to the highest level.

The Board queried whether the external auditors had signed off the project yet as it was thought that they still had some concerns and continued to ask questions about it.

The Director for Regeneration stated that full due diligence had been carried out and all appropriate legal and financial confirmation requested and on both occasions the information returned had given the council no cause for concern. There was very little that could have been done to know about the demise of the contractors and as soon as the Council were aware they had secured the site as quickly as possible. The Council was now focusing on how to deliver the project. The contract and procurement side would play a part of this and this process had already been started and some interest shown from certain contractors. This was a very volatile and challenging time due to Brexit, but the project was fully designed and contracted, so officers were confident that they could get a contractor in place to deliver it.

The Board accepted that due diligence had been carried out but expressed concerns that if positive responses had been received that perhaps the Council should look at how the process for assurance and due diligence was carried out.

The Board accepted that the new contractor would not be in place until the autumn but queried whether there was anything the Council could do in the meantime to ensure that when the new contractor started everything was ready to go with immediate effect.

The Board agreed that the vital information was the fact that the project was on time and within budget. It was time to focus and highlight this and not focus on what had happened to a local contractor.

It was considered that it was important to ensure that the Council had a definition of due diligence and what it actually meant. It was important to ensure that if we were requesting information that we were being given it along with proper assurance from our advisors that this had been done.

Regarding due diligence, the Director for Regeneration confirmed that all requested assurances had been received.

The Board understood that there had been a full investigatory report last year containing 28 recommendations and considered whether these had been taken actioned.

Regarding a review of the due diligence process, the Director of Regeneration stated that there was a lessons learnt report about 12-14 months ago and all recommendations had been implemented.

It was suggested that the Council might consider reviewing its procurement processes, taking into consideration external audit advice, government

recommendations and advice from legal departments about how to go through contract procedures.

**Resolved:** That a report be brought to the Scrutiny Board once a new contractor had been appointed to provide information about whether the finances and schedule were still on track.

## 6 **Updates from the Chairs of the Scrutiny Panels**

The Board received updates from the Chairs of the Scrutiny Panels.

### **Stronger City Economy Scrutiny Panel:**

Cllr Sweetman stated that her panel had not met yet and that the next meeting would be on Tuesday 16 July.

The agenda included a joint item with the Vibrant Panel on transport and linking the city and public realm. An item on the Digital Infrastructure Strategy and a review of work over the last year was also on the agenda.

The work plan for the Panel was pretty much established but organic and it was important that the Panel be able to respond to external environmental issues.

The Panel would also be looking at the Council's branding and marketing strategy over the years and the overall marketing strategy with strategic overview. The Panel would also be considering the business plan for the Civic Halls and the plans for the future. There would be an update on apprenticeships to see what progress had been made and some scrutiny of the skills and employment offers in the City.

### **Health Scrutiny Panel**

Cllr Page informed the Board that there had been one meeting of the Health Scrutiny Panel and he thanked the scrutiny officer for all of his support.

Cllr Page stated that he had so far been very impressed with all those who had attended the panel and the contributions made. Of particular interest had been an item on suicide which had really helped to raised awareness around the shocking statistics regarding young men and suicide. The Panel had also considered the issue of health care transition between children and adults and some very good points had been raised with the Royal Wolverhampton NHS Trust having prepared a policy procedure for this.

There were some issues in receiving information for the child death overview item and the chair had sent a letter to request this information; the Panel would like to see more cooperation regarding this.

### **Our Council Scrutiny Panel**

Cllr Brookfield informed the Board that her Panel had considered the issue of council tax recovery and that the Panel had been impressed with the support systems in

place at the council. The Panel had received an update in relation to the changes taking place in Customer Services and this issue would be revisited later in the year. The Panel had also received a very informative report regarding the Council's asset management programme.

### **Adults and Safer City Scrutiny Panel**

Cllr Evans stated that her Panel had considered two pre-decision items and that every member of the Panel had made a good contribution to the debate.

Cllr Evans considered that the Panel might start doing some site visits as the portfolio was so big and she would like the members to go out and see what was actually going on. Cllr Evans stated that she was also interested in carrying out some cross panel working as there were many overlapping issues and concerns. The Panel were due to consider the adult education service, the blue badge scheme and a joint item on dementia and loneliness. Cllr Evans was keen to invite the Police and Crime Commissioner to a future meeting and stated that other chairs and cabinet members would be invited to attend this meeting. Cllr Evans thanked the scrutiny officer for his support.

### **Children, Young People and Families Scrutiny Panel.**

Cllr Potter stated that the first meeting had been held on 19 June when the Panel had considered the Headstart programme, which was providing a fantastic service. Cllr Potter stated that the Panel were keen to see the service sustained but also expanded to tackle new and more complex problems. The Panel had considered the issue of elective home education and the proposed legislation regarding this. The Panel had noted some concerns regarding elective home education such as safeguarding, social skills and whether parents were properly equipped to teach their children; the Panel were also concerned that parents did not have to engage with the local authority or follow a set curriculum when educating their children.

The Panel had also considered the Youth Justice Plan and noted that the Council had committed to improve outcomes for young people and to create a safer community.

An additional meeting was planned for October when the Panel would be considering supported unaccompanied asylum seekers.

- 7 **Quarter 3 Social Care, Public Health and Corporate Complaints Report**  
The Board received a report reviewing complaints management and performance for the period 1 October 2018 to 31 December 2018.

The Board noted that one complaint had been upheld in relation to elections and the Head of Governance stated that he would confirm what this was in relation to.

Resolved:

That the Scrutiny Board note:

1. The Statutory Complaints Activity for Children's Services, Adult Services and Public Health, as listed in section 1 of the report.
2. All the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report.

8 **Work programme**

Resolved: That the updated work programme be noted.

9 **Forward Plan of Key Decision**

Resolved: That the Forward Plan of Key Decisions be noted.

# Scrutiny Board

10 September 2019

<b>Report title</b>	Annual Social Care, Public Health and Corporate Complaints Report	
<b>Cabinet member with lead responsibility</b>	Councillor Sandra Samuels Governance	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Ross Cook, Director of City Environment	
<b>Originating service</b>	Customer Services, Customer Feedback Team	
<b>Accountable employee(s)</b>	Sarah Campbell	Customer Engagement Manager
	Tel	01902 551901
	Email	Sarah.campbell@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Leadership Teams Finance, Governance, Regeneration, Housing, Adult, Children's, Public Health, Education, City Environment (Strategic and Operational)	
		August 2019

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## Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2018 to 31 March 2019.

## Recommendations for noting:

The Scrutiny Board is asked to note:

1. The Statutory Complaints Activity for Children's Services, Adult Services and Public Health, as listed in section 1 of the report.
2. All the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report.

## **Annual Report Social Care, Public Health and Corporate Complaints Report**

### **1.0 Purpose**

- 1.1 The purpose of this report is to provide a summary of the complaints, compliments and Local Government and Social Care Ombudsman and Housing Ombudsman enquiries received by the council during the period 1 April 2018 to 31 March 2019.

### **2.0 Introduction**

- 2.1 This report details a total of 546 formal complaints received by the council in 2018/2019. In addition to this, there were 146 social care informal complaints received and resolved, preventing the issue from becoming a formal complaint; the complaints team also received and resolved 1,223 corporate service requests. The resolutions are achieved by the complaints team working together with the person raising the concern and the services involved. Therefore, a total of 1,915 service requests, informal enquiries and complaints were received and dealt with by the complaints team during 2018/2019 compared to 1,628 during 2017/2018; an increase of 287 enquiries.

### **3.0 Complaints, Compliments and Ombudsman enquiries**

- 3.1 These enquiries are considered as a form of customer feedback. They are all registered and monitored by the Customer Feedback Team based within City Environment Directorate. Monitoring customer feedback provides details about the types of complaints and compliments that are received by the authority and highlights any improvements or amendments made to service provision or delivery.

### **4.0 Complaints Procedures**

- 4.1 Complaints procedures are a mechanism to identify problems and resolve issues. If things go wrong or fall below expectation, we try to sort things out quickly and fairly. We also want to learn from our mistakes or concerns that arise and will make changes to improve services.
- 4.2 This report is divided into two parts; Section 1 encompasses complaints that come under statutory Children's Services, Adult Services and Public Health complaints and Section 2 covers complaints relating to corporate complaints, Local Government and Social Care Ombudsman and Housing Ombudsman enquiries.

## **SECTION 1: Children's Services, Adult Services and Public Health Complaints Activity - 1 April 2018 to 31 March 2019**

### **1.0 Background**

- 1.1 Complaints activity concerning Children's Services, Adult Services and Public Health are governed by legislative framework and have to be dealt with in accordance with statutory guidance.
- 1.2 For Children's and Family Services, Regulation 14 (1) of The Children Act 1989 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for resolution, most stage one complaints should ideally be concluded within this time limit.
- 1.3 Where the service cannot provide a complete response, it can implement a further ten days' extension (regulation 14(5)). If necessary, the Customer Engagement Manager may also suspend stage one until an advocate has been appointed (regulation 14 (3)). The maximum amount of time that stage one should take is 20 working days. After this deadline, the complainant can request consideration at stage two if they so wish.
- 1.4 Where the complainant feels that they have not received a satisfactory outcome they will be informed that he/she has the right to move on to stage two if they wish.
- 1.5 In Early Help, which is not governed by the legislation of the Children Act 1989, the authority has adopted the legislative guidelines for timescales for response to and closure of complaints across all service areas in order to provide a continuity of service.
- 1.6 Adult Social Care and Health complaints have to be dealt with in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The Local Authority currently has a joint protocol for the handling of cross boundary complaints.
- 1.7 Public Health Complaints have to be dealt with in accordance with The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- 1.8 Whilst the regulations do not stipulate timescales for resolution to complaints, the People Directorate operate a ten day organisational timescale. This can be extended to 20 working days for more complex cases.
- 1.9 Non statutory People Directorate complaints are dealt with in accordance with the Corporate Complaints Procedure.
- 1.10 Details of the appropriate complaints procedures can be found on the Council internet site.

## 2.0 Complaints Intervention

2.1 The following actions are in operation to monitor satisfactory resolution of complaints in a timely manner:

- proactive chasing of managers responding to complaints, in accordance with escalation plan in operation
- mediation between complainants and investigating officers
- quality assurance checks undertaken of complaint response letters
- weekly reporting to Service Directors and Heads of Services on the status of complaints, detailing any areas for concern where managers will need to prioritise outstanding complaints and resolution in order to receive a satisfactory prompt outcome for the complainant.

## 3.0 Children's Social Care Complaints and Compliment Activity 2018/19

3.1 The Children's Act 1989, Representations Procedure England Regulations 2006 requires Children and Young People's Services to have a complaints and representations procedure in place. The Local Authority functions covered include services provided under Parts III, IV and V of the Children's Act 1989, for example:

- an unwelcome or disputed decision;
- concern about the quality or appropriateness of a service;
- delay in decision making or provision of services;
- delivery or non-delivery of services;
- quantity, frequency, change or cost of a service;
- attitude or behaviour of staff;
- application of eligibility and assessment criteria;
- the impact on a child or young person of the application of a Local Authority policy; and assessment, care management and review.

3.2 All Children Act complaints must be made known to the Customer Feedback Team who are responsible for registering all complaints. The Team will then monitor the progress of the complaint, ensuring that a written response is provided to the child/young person or the person representing them and that the response is of good quality and addresses all areas of complaints.

3.3 **Access to the Complaint Process:** Children and young people are made aware of their right to complain, comment or compliment about the service they receive. This can be by written information such as a complaint leaflet, email, website and/or verbally by their allocated worker or the Independent Reviewing Officers and Child Protection Conference Chairs.

3.4 **Advocacy:** Young people who complain on their own behalf must be offered the services of an advocate. The Black Country Advocacy Service provide this support. The Children Services Managers and the Complaint Engagement Manager meets with

the manager of the advocacy service on a quarterly basis to ensure that performance is monitored in areas such as good access to the complaint process; a focus on early resolution, speedy responses, and that effective advocacy is available and taking place.

### 3.5 The Complaints Procedure for Children's Social Care Services has three stages

- Stage One: Problem solving and informal resolution.
- Stage Two: Formal Complaint investigation.
- Stage Three: Independently Chaired Review Panel.

**Stage One:** This stage offers managers responsible for the relevant service being complained about the first opportunity of considering the complaint and responding on behalf of the Directorate as appropriate. A written response is provided by the relevant Manager to the young person or their representative. This could involve apologising for any mistakes made and correcting any resulting disadvantage, upholding the complaint or finding that the work that was undertaken was appropriate and therefore not upholding the complaint.

**Stage Two:** Where a complaint cannot be resolved satisfactorily at the first stage it may progress to stage two of the procedures, this is the formal complaint investigation stage. A considerable amount of work takes place to try to resolve matters – seeking to prevent the need for matters to escalate to stage two unnecessarily. This can be evidenced by the relatively few complaints progressing to stage two. Stage two complaints are investigated by a person independent of the service. This can be another manager within the Directorate or an externally appointed person. Additionally, an independent person, not employed within the Local Authority, must be appointed in each case to oversee the investigation from the perspectives of thoroughness, fairness and objectivity. 25 working days up to a maximum of 65 working days are allowed for the formal investigation of the matter by the complaint investigator leading to a formal complaints report and the separate written response by the Service Director for Children's Services. If the complainant remains dissatisfied after the stage two process, then they can request that matters move to the final stage in the procedure.

**Stage Three:** If the complainant remains dissatisfied following the stage two investigation, they can request that matters proceed to an independent review panel. This process requires the Local Authority to convene a stage three review panel to hear the complaints within 30 working days of the request. The Review Panel involves three independent people, one of whom is appointed to chair the panel. The review panel considers the management and investigation of the complaint and the responses made at stages one and two.

If the complainant remains dissatisfied following the stage three response they can; within twelve months of the panel hearing, approach the Local Government and Social Care Ombudsman seeking further enquiries or investigation to be carried out into the complaints by that office. If the Ombudsman determines that the complaint has not been looked into fairly and correctly by the Directorate, or that the service user has suffered an injustice in the services he/she has received then the Ombudsman could reach a finding of maladministration against the Authority.

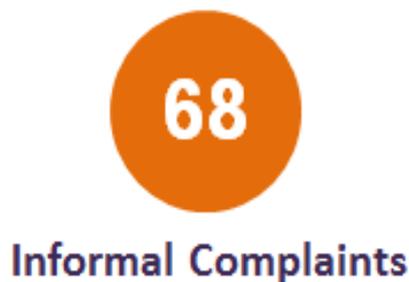
#### 4.0 Children's Services Complaint Activity 2018/19

4.1 The overall number of children social care complaints received from 1 April 2018 to 31 March 2019 was 70, compared to 90 in 2017/18; this is a decrease of 20 complaints (22%). The overall number of complaints has decreased.



#### 4.2 Informal Complaints

The complaint regulations provide an opportunity for children/young people, parents and carers to raise issues of concern without those matters being treated as formal complaints, as long as they are speedily and effectively addressed. These are referred to as Informal Complaints; 68 were received and resolved during 2018/19 compared to 64 in the previous year 2017/18; an increase of 4.

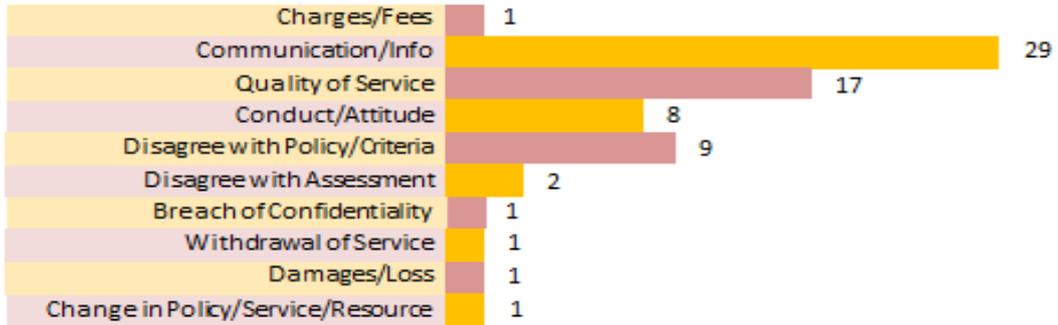


This gives a total of 138 formal and informal complaints logged and concluded during 2018/19 in comparison to 2017/18 of 136; an increase of 2.

#### 4.3 Complaint Issues

This is the stated complaint issue raised by the complainant. The most frequently complained about issue, in relation to Children's Services, was Communication and Information with 29 in 2018/19. This is compared to 35 in the previous year. Quality of Service was the second largest issue with 17 complaints in 2018/19 compared to 23 in the previous year.

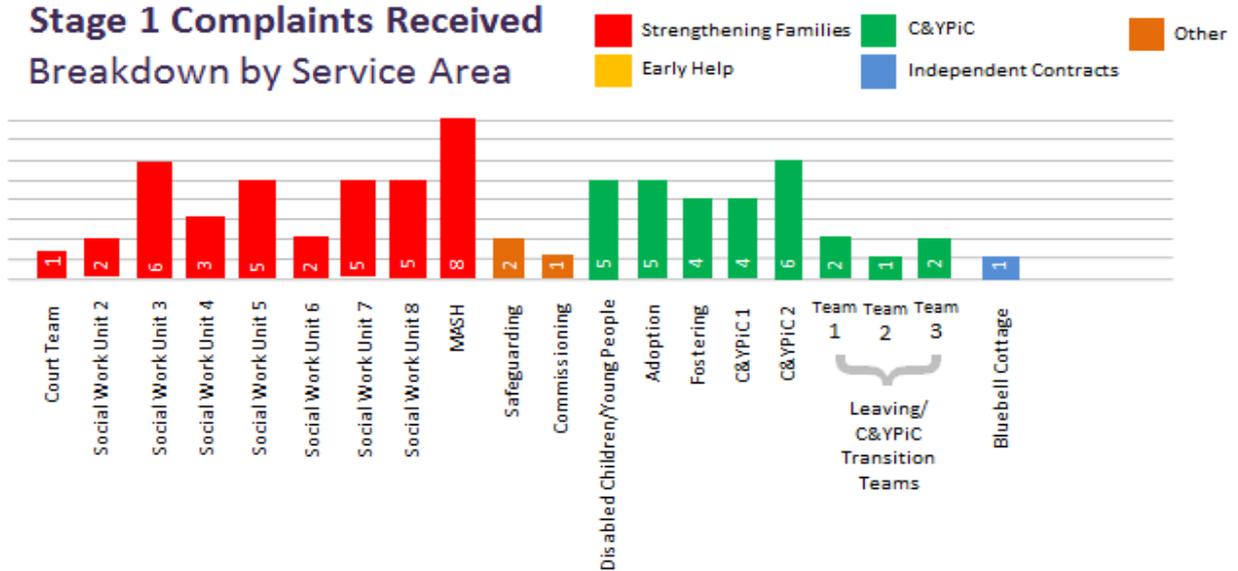
### Stage 1 Complaints Received Breakdown by Category



#### 4.4 Service Areas

The 70 complaints received in 2018/19 involved 20 separate service areas across Children’s Services. The highest figure of eight referred to Multi Agency Safeguarding Hub (MASH).

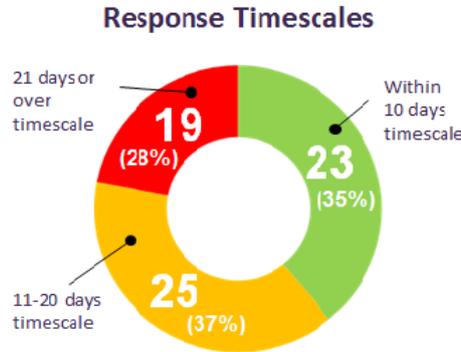
### Stage 1 Complaints Received Breakdown by Service Area



#### 4.5 Timescale Compliance

Regulation 14.1 of The Children Act 1989 Representations Procedure England Regulations 2006 places a 10 working day time limit for a response to the complaint; and most stage one complaints should ideally be concluded within this time limit. The maximum amount of time that stage one should take is 20 working days. After this deadline, the complainant can request consideration at stage two if they so wish.

4.6 Including five complaints from the previous year, 67 complaints were closed during 1 April 2018 to 31 March 2019 of which 23 were responded to and concluded satisfactorily within the initial 10 day statutory timescale. A further 25 complaints were responded to within 20 days with 19 taking over 20 days.



4.7 However, it should be noted that of the 67 complaints resolved during this period, 44 were dealt with in accordance with the Children's Act and the average timescale is 14 days. 22 complaints were dealt with in accordance with the Corporate Complaints Procedure (Non Children's Act) which states complaints should be responded to within 21 calendar days; the average timescale was 20.5 days.

**Average Complaint Response Time**



Given the growing complexity of complaints this response time remains positive, however, we will need to reduce the average response time where possible to ensure continued excellent performance against KPI's, whilst ensuring that a full and effective response is provided to all individual complainants.

**4.8 Complaint Outcomes**

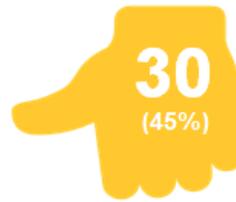
At the conclusion of each complaint we ask that the manager/senior manager who has enquired into it reaches a finding. This is to decide if the complaint is upheld, not upheld or partially upheld. This in turn assists in setting out the actions required to resolve the complaint, such as an apology, explanation, review of service, etc. Of the 67 stage one complaints responded to and closed from 1 April 2018 to 31 March 2019, 17 were upheld, 30 were partially upheld and 20 were not upheld.

### Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

### Complaints Where The Council Is Partially At Fault



Issues have been identified from partially upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

### Complaints Where The Council Is Not At Fault



Customer advised of outcome; including rationale.

## 4.9 Formal Complaint Investigations

Where the complainant is dissatisfied with the written response at stage one regarding statutory complaints (dealt with in accordance with the Children's Act) they have the right to request that matters should proceed to stage two (a formal independent complaint investigation). However, complaints which do not fall under the Children's Act are dealt with in accordance with the Corporate Complaints Procedure and, therefore, where the complainant is dissatisfied with the response at stage one it is investigated and responded to by the Customer Engagement Manager at stage two.

During 2018/19 Children's Services saw nine complaints out of the 70 complaints received progress to stage two formal complaint investigation; one in accordance with the Statutory Complaints Procedure (Children's Act) and eight in accordance with the Corporate Complaints Procedure (Non-Children's Act). This compares to eight in 2017/18; of which four (Statutory) and four (Corporate).

It is pleasing to see a decrease in the number of complaints escalated to stage two of the Statutory Complaints Procedure during 2018/19, as this process involves appointing an external Independent Investigating Officer and an Independent Person. A considerable amount of mediation goes into resolving complaints that would otherwise proceed to stage two. This approach concludes matters speedily for the complainant, but it is also highly cost effective as the average cost of a statutory stage two complaint investigation is between £2,500 to £4,500.

It is still anticipated that the demand for complaints to progress to a stage two complaint investigation will grow in 2019/20. This is due to the increased complexity of complaints and the difficulties involved in providing resolutions to those complaints.

However, every effort is and will be made to work with the complainants to resolve matters at the early stage of receiving the complaint.

## 5.0 Stage Three Review Panels

5.1 Should a complaint not be resolved to the satisfaction of the complainant, following a formal investigation at stage two the complainant can request that it progresses to stage three (Independent Complaint Review Panel). Two requests were made for a stage three Panel during 2018/19. These referred to Children in Need/Child Protection.

## 6.0 Compliments

6.1 During 2018/19 Children/Young People, or their representative, took the opportunity to present 105 compliments for Children's Services, compared to 98 in the previous year; an increase of seven.



Compliments

### EXAMPLES

*"I haven't been unhappy with my service at all and I like that I have a relationship with my Social Worker."*

\*\*\*\*\*

*"I just wanted to write and let you know what a great job the Social Worker has done for XXX Life Journey Work. Lots of communication with myself; she really listened and understood, not only that but she also clearly knew how Life Journey Work should be done. It is presented beautifully and set out in a really child friendly way."*

\*\*\*\*\*

*"Thank you for all your help and support which we have found to be invaluable. We are all well and XXX is doing very well."*

\*\*\*\*\*

*"I am writing this email with much sadness at the thought of losing you. I cannot put into words how much you have supported me and my family in getting through some*

*tough times. It has also been nice to celebrate our successes as a family and share these with you. You have been an immense support to my family and have made such a difference and you are by far the best Social Worker I have ever had in the entire time I have been involved with Social Services.”*

\*\*\*\*\*

*“I attended the Compass Event in Birmingham and wanted to state with you that while Wolverhampton’s staff did not offer gifts, bags and other items you did offer the best service and information to me as a Student Social Worker. I had not considered your Authority, but I certainly will now. This is due to what your staff presented being the friendliest and the knowledge they shared.”*

\*\*\*\*\*

*“Compliment received from complainant following the Stage 3 Panel Review meeting in relation to all the support she has received from the Customer Engagement Officer for guiding her through the complaint process.”*

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## 7.0 Public Health Complaints

7.1 Regionally and Nationally, Councils receive very few complaints in relation to Public Health Services. A typical complaint would be where a Council has commissioned a service for local people through a Clinic or GP practice. Complaints in relation to GP's and Hospitals are dealt with through an entirely separate complaint process managed by Health Services.

In relation to Public Health services there were two complaints received during 2018/19:

- 1) A major conflict of interest in that Public Health was involved in the planning and funding of the pitch. The complaint was not upheld.
- 2) Lack of support services in Wolverhampton for stopping smoking. The complaint was partially upheld.

## 8.0 Adult Social Care Complaints

8.1 During this year (1 April 2018 to 31 March 2019) the Council received 74 formal complaints (including two Public Health) compared with 81 during 2017/18; representing a decrease of seven complaints.

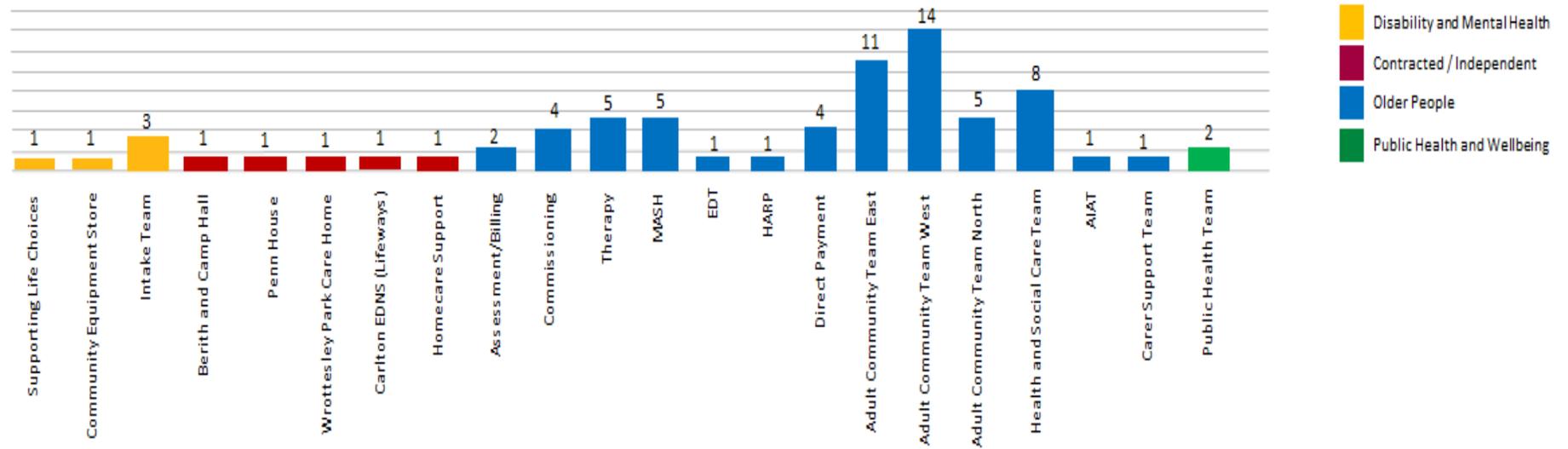


8.2 Of the 74 formal complaints received, there were five complaints received in relation to the Independent Providers. This is where Adult Social Care commission an independent agency to deliver a service on its behalf, such as a domiciliary care service.

## 8.3 Service Areas

This refers to the service the person is complaining about. The 74 complaints received covered 22 separate service areas; the highest figure of 14 complaints referred to the Adult Community Team West followed by the Adult Community Team East who received 11, and the Health and Social Care Team who received eight.

### Stage 1 Complaints Received Breakdown by Service Area



## 8.4 Complaints Outcome

At the beginning and end of each year there will be a number of complaints ongoing, moving into the following year before being concluded. Overall, the number of complaints resolved during 2018/19 was 69. Each complaint is responded to individually with a 'finding' reached as to whether the complaint was justified, i.e. upheld, not upheld; or whether there are aspects of the complaint that should be partially upheld.

### Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

### Complaints Where The Council Is Partially At Fault



Issues have been identified from partially upheld complaints and have been addressed; remedies have been provided to the customers by apologising

### Complaints Where The Council Is Not At Fault

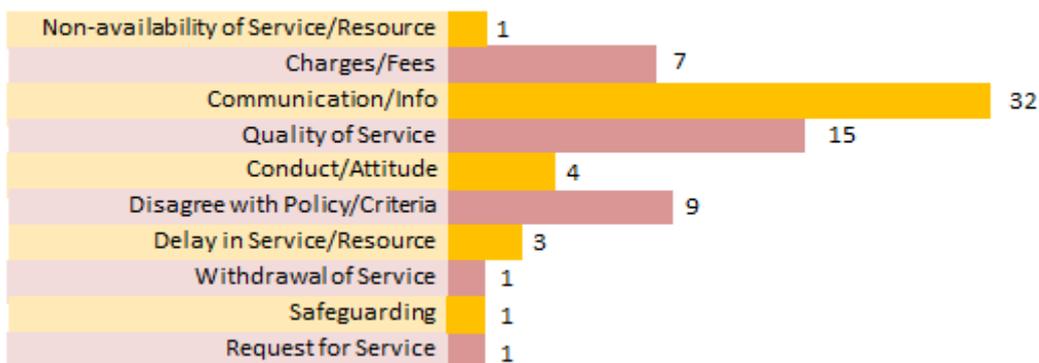


Customer advised of outcome; including rationale.

## 8.5 Complaint Issues

This is the stated complaint issue raised by the complainant. The most frequently complained about issue in relation to Adult Services was Communication/Information with 32 in 2018/19; this is compared to 30 in the previous year. Quality of Services was the second largest issue with 15 complaints during this period compared to 21 in the previous year. These are the headings under which we register the complaint against, based on the complaint details received.

### Stage 1 Complaints Received Breakdown by Category



## 8.6 Timescale Compliance

When responding to Adult Social Care and Public Health Services complaints, the People Directorate sets a target timescale of ten working days to provide a written response to the complaint. However, this can be extended where a complaint is complex or covers several service areas. During 2018/19, 41 complaints out of the combined total of 74 Adult and Social Care and Public Health complaints received in this period were responded to within ten working days. A further 20 complaints were responded to within 11 to 20 working days and eight complaint was responded to over 21 working days. The average number of days to respond and close all complaints over the term was eleven and a half days. Cases responded to 21 days or over timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.



8.7 It can be difficult to meet the 10 day response time; this is due to a number of factors, including the increased complexity of complaints and the demands on the services. However, every effort will continue to be made to respond within the agreed timescales for 2019/20.

## 9.0 Informal Complaints

9.1 This is where the complaints team works alongside the person complaining and the service involved, to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that 78 complaints were resolved informally without going through the formal route.



## 10.0 Compliments

- 10.1 All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. A pleasing 161 compliments were received from 1 April 2018 to 31 March 2019 relating to Adult Services and Public Health Services, compared to 223 compliments during 2017/18; a decrease of 62.



### EXAMPLES

*“A mom wanted to express her thanks to two members of staff for providing the support and physical assistance that her son required to enable him to attend his father’s funeral and to remain for the Wake. Without the physical assistance and staff accompanying her son it would have been impossible for him to attend. She stated that staff have always been devoted to the care and support that they provide.”*

\*\*\*\*\*

*“We would like to take the opportunity to thank you for supporting us as a family with the move and putting everything in place; also for making things as smoothly as possible. You have been brilliant.”*

\*\*\*\*\*

*“I would just like to say what an absolute pleasure it was meeting you and thank you for all your hard work you put in to complete XXX’s reassessment, it was great to be kept informed as you did all the time. I was very impressed with how you did this and really very grateful to you for what you have done. I was also very impressed with the meeting you conducted. You are a credit to your profession. Again, a massive thank you on behalf of XXX and also myself and the rest of the family too.”*

\*\*\*\*\*

*“Thank you for your donation of items which were donated for the Mental Health Drop-In session Christmas Party.”*

\*\*\*\*\*

*“Compliment received advising that the Student Social Worker was very professional and was thanked for all the input for the whole family that she had arranged which had helped with XXX’s recovery and he is on the mend now.”*

\*\*\*\*\*

*“You have honestly given us our mom back for a few years with your diligence and care and trust and honesty with our family. It is difficult to find a Social Worker who has the time. I appreciate all of the difficulties in the social work role having had experience myself and it gives me even more reason and appreciation for your due diligence and care for our mother and my father too. You and your team have really been there for mom and aunt which has allowed our family to stay together and supporting each other as a result. Had you not done so with such a high level of service firstly I am not sure how well my mom would be fairing and secondly in relation to the family circumstances I know that life would have been a lot more stressful and difficult during a period of change and difficulty – Thank you.”*

\*\*\*\*\*

*“I just wanted to formally compliment the amazing support received in the care of my father from the Social Worker.”*

## **11.0 Areas of Learning from Complaints**

- 11.1 Before a complaint is closed the complaints team, together with the service areas involved, look at each complaint to assess any learning that can take place and specific actions to follow up. The intention in future performance reports is to have a specific feedback from each section to demonstrate the learning that has taken place, and the actions followed up, across all service areas and covering all complaint activity.

### **EXAMPLES**

**Children’s Services** – *Complaint in relation to child being adopted by her foster carers instead of complainant’s who are approved adopters.*

**Learning/Recommendations** – *Explain the level of uncertainty re ‘early alert’ cases. Change of practice – Relevant Social Work Unit Manager will Chair professionals meeting to consider foster carers’ expression to adopt. Also devise a Policy re adopters expressing an interest to adopt.*

\*\*\*\*\*

**Children’s Services** – *Concerns regarding the assessment being littered with complete fabrication and inaccuracies with no evidence to support opinions expressed about complainant and her family. Also, an outcome letter sent by Social Worker suggesting that a hate crime has taken place.*

**Learning/Recommendations** – *All Social Workers to be reminded to communicate effectively with families to ensure that they understand processes that are taking place*

*and convey outcome from any assessments which may be completed. This will be done via team meetings and correspondence with extended service such as EDT.*

\*\*\*\*\*

**Children's Services** – *Complaint about letter received because a lot of things are not factual and her circumstances for that period have been misrepresented by the Social Worker.*

**Learning/Recommendations** – *Ensure that case notes are accurate. Ensure that all financial information gathered are stored on the Care First system.*

\*\*\*\*\*

**Children's Services** – *Complaint in relation to children's belongings not going with them when they moved placements.*

**Learning/Recommendations** – *Review Policy/Procedures in respect of placement changes; including checklist for children's belongings. Discussion in team meetings re importance of ensuring all children's belongings and savings are accounted for when there is a placement change. Clear recordings of amount of savings in appropriate forms (visit form – this is to be checked on every visit).*

\*\*\*\*\*

**Adult Services** – *Complaint in relation to care hours being reduced.*

**Learning/Recommendations** – *Referrals will be made to a range of professionals to provide their professional opinion. This matter will also be discussed with the Social Worker to ensure the appropriate referrals are made to the appropriate professionals to assist in making a decision about the care and support needs of adults with Learning Disabilities.*

\*\*\*\*\*

**Adult Services** – *Complaint in relation to delays in allocating a social worker. Once allocated Social Worker, the Social Worker was unallocated due to lack of experience. Several messages were left and no telephone calls returned. Wrong telephone number was provided to the Complaints Team.*

**Learning/Recommendations** – *Improve our communication skills with the family and other involved partner agencies. a) Ensure that any future changes where a person is moved to another Social Worker will need to be communicated with the family. b) Ensure that managers maintain good communication; especially when people are being transferred to another Social Worker. c) Ensure that this is recorded. d) Ensure that messages are responded to in a timely manner. e) Ensure that managers consider the skills of the Social Worker when allocating people in the future.*

\*\*\*\*\*

**Adult Services** – *Complaint regarding difficulty to report broken/faulty equipment.*

**Learning/Recommendations** – *Stores Team to draft a Procedure to ensure regular testing of the Out of Hours system. Also Stores to investigate the Out of Hours arrangements for other items of equipment that may require this service. This arrangement currently only covers hoisting equipment.*

\*\*\*\*\*

**Adult Services** – *In summary we were informed that Social Services were providing the care for a month, and it was only after we received notification that this period was running out (albeit with wrong information being given to us by Social Services) that we requested a further week to enable us to sort out funeral arrangements for relative.*

**Learning/Recommendations** – *Practice issues to be raised with identified Social Worker during 1:1 session and documented accordingly. Senior Manager to monitor. Recommendation that a letter is given to all persons/their representative who are moving into a seven day bed with details of the financial implications of this.*

**SECTION 2:**

**CORPORATE COMPLAINTS ACTIVITY**

## **SECTION 2 - Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman**

### **1.0 Background**

- 1.1 This section provides a summary of the corporate complaints, compliments, Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman enquiries received by the Council during 1 April 2018 to 31 March 2019.
- 1.2 The Customer Feedback team monitors and completes a written record of all enquiries. The team analyses and monitors customer feedback which provides details about the types of complaints that are received by the authority and highlights suggested customer driven improvements to service provision. All corporate complaints, compliments, LGSCO and Housing Ombudsman enquiries are considered a form of customer feedback.

### **2.0 Informal service requests/enquiries**

- 2.1 The customer feedback team works alongside the person complaining and the service involved, to resolve the complaint informally, preventing it becoming a formal complaint; the team also provides support to the managers investigating the complaints to ensure that they meet response deadlines and provide quality written responses. It should be noted that 1,223 service request enquiries were logged with the customer feedback team, compared to 955 received during 2017/2018, an increase of 268 cases. These types of enquiries are varied, for example, missed bin collection, parking, appeals; all enquiries were logged and resolved informally without going through the corporate complaints procedure, therefore providing a better outcome for the customer.

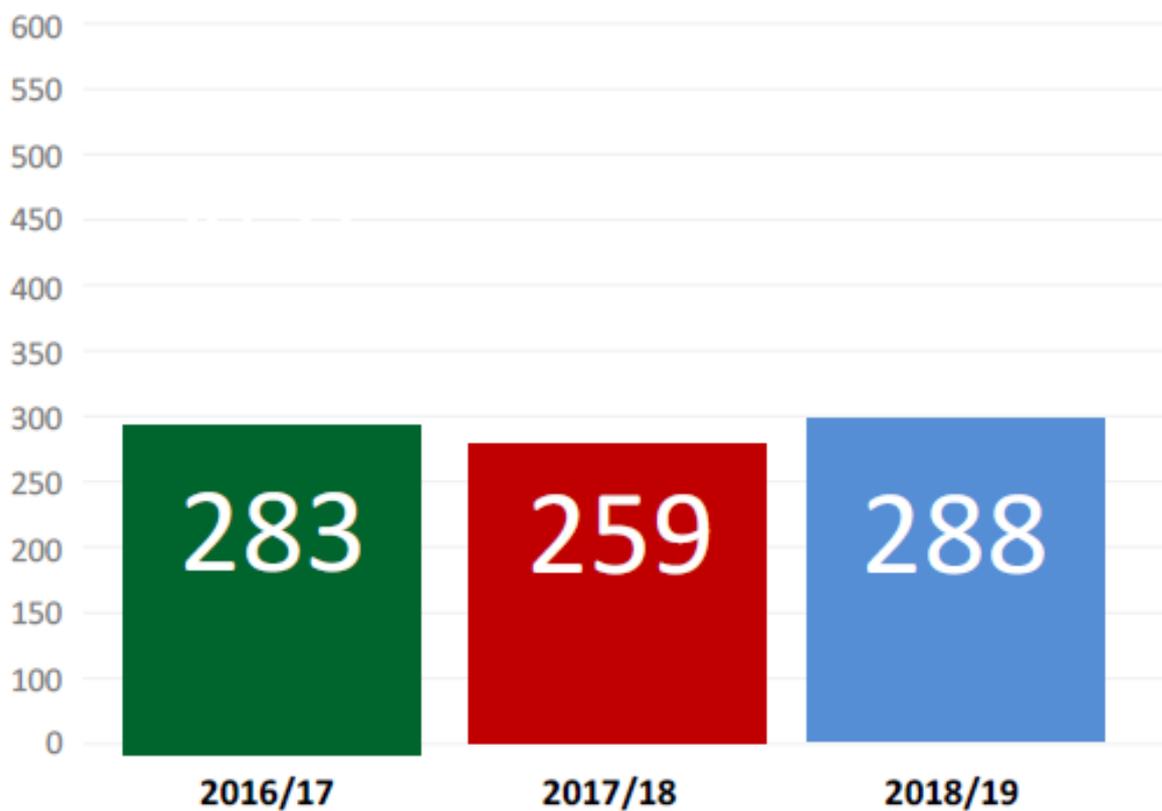
### **3.0 Corporate stage 1 complaints received**

## **Complaints Received**



3.1 During 1 April 2018 to 31 March 2019 the Council received 288 stage one complaints compared with 259 in the previous year (1 April 2017 – 31 March 2018); an increase of 29 cases.

## Stage 1 Complaints Comparison



### 3.2 Number of Complaints for each Directorate

The 288 complaints received during 2018/2019 are broken down as follows per Directorate:



#### Complaints where the Council is not at fault



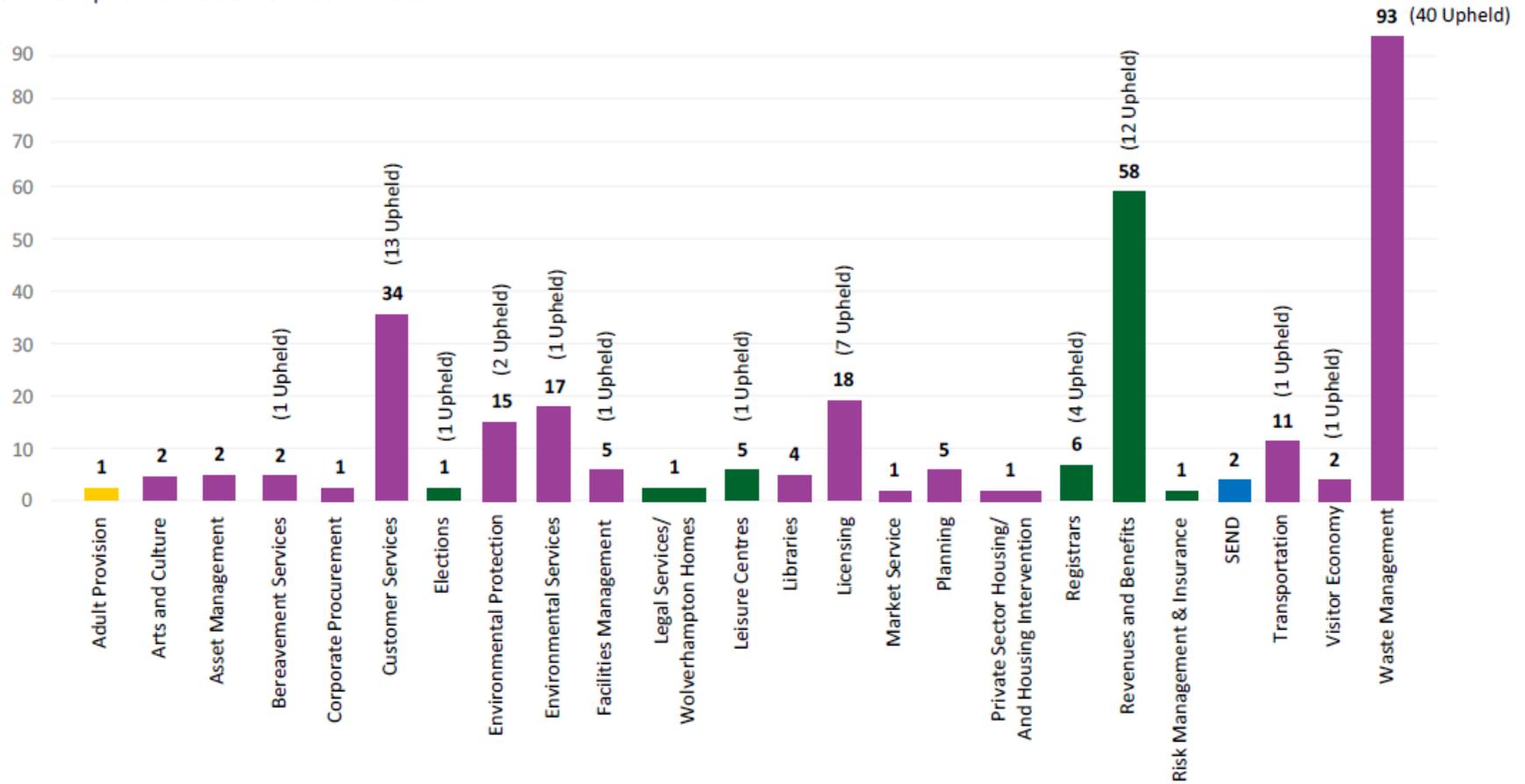
#### Complaints where the Council is at fault (*upheld*)



Issues have been identified from 85 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

## Stage 1 Complaints Received Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.



### 3.3 Complaints in relation to Service Areas

This refers to the service the person is complaining about. The 288 complaints covering 24 separate service areas, the highest figure of complaints referring to Waste Management; an increase in complaints for waste management reflects the changes in refuse service and policy. Revenues and Benefits received 58, followed by Customer Services receiving 24. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those matters at service level. As a result of continuous monitoring with service managers, the complaint issues that are identified from upheld complaints have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

### 3.4 Corporate Complaint Nature

During 1 April 2018 to 31 March 2019 the main issue of complaint involved failure to provide a service 155, followed by dissatisfaction of council policies 43, conduct of employees 39, failure to achieve standards/quality 15, failure to consider relevant matters 15, delays in responding or administrative 12, failure to fulfil statutory responsibilities 8 and bias/unfair discrimination 1.

### 3.5 Corporate Timescales

The average response time for responding to each complaint is 13 days. This figure has increased from the previous year of 11 days. The average response timescales will be monitored closely with service groups to ensure targets are met. The response timescale for stage 1 complaints responding within 21 calendar days is 95%, which has reached our target of response timescales of 95%.

#### Average Complaint Response Time



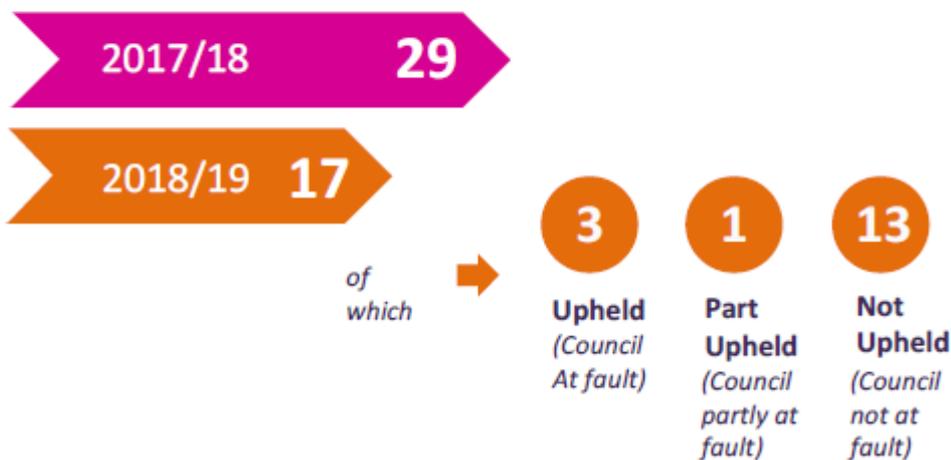
#### Response Timescales



#### 4.0 Stage 2 corporate complaints

4.1 During 1 April 2018 to 31 March 2019 the Council received 17 stage two corporate complaints. Out of the 17 corporate stage two complaints received, the Place Directorate received 12, Corporate Directorate received three and Education Directorate received two. Out of the 17 corporate complaints received, three were upheld and one partially upheld.

### Stage 2 Complaints Comparison for 2018/2019



4.2 The Place Directorate received 12 stage two complaints

- Environmental Services received two complaints; one complaint received in relation to removal of gate from council land; outcome not upheld. One complaint received in relation to overhanging trees at the side and back of property; outcome not upheld.
- Regeneration received two complaints; one complaint received in relation to staff room facilities at Bob Jones Community hub; outcome not upheld. One complaint received in relation to an event at Aldersley Leisure Centre; outcome not upheld.
- Environmental Crime received one complaint in relation to fly tipping and rediffusion cable; outcome partially upheld.
- Planning received one complaint in relation to an approved extension to a neighbour's property; outcome not upheld.
- Procurement received one complaint in relation to opportunities to supply turf to the City of Wolverhampton Council and officer conduct; outcome not upheld.

- Parking Services received one complaint in relation to process/procedure and conduct for Parking Services; outcome not upheld.
- Highways Department received one complaint in relation to salt gritting on the highway; outcome not upheld.
- Customer Services received one complaint in relation to incorrect process and protocol carried by the Hub Support Team when a customer submitted payroll information; outcome upheld.
- Facilities Management received one complaint in relation to lack of response in relation to refund of a booking; outcome upheld
- Licensing Department received one complaint in relation to delays in issuing a taxi license; outcome not upheld.

Corporate Directorate received three stage two complaints; three complaints received were in relation to Revenues and Benefits; one complaint received was in relation to officer conduct whilst reviewing a council tax account; outcome not upheld. One complaint was in relation to council not following tenants wishes and forcing tenant into arrears; outcome not upheld. One complaint was in relation to the council's response to outstanding council tax; outcome not upheld.

Education Directorate received two stage 2 complaints; two complaints received were in relation to SEND Team; one complaint was in relation to process/procedure with implementing EHCP; outcome not upheld. One complaint was in relation to EHCP not being finalised and no securing of a school place; outcome upheld.

## 5.0 Corporate Compliments

- 5.1 All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarter and annual monitoring process. During 1 April 2018 to 31 March 2019 the Council has received 513 compliments, an increase from the previous year of 141.

**Annual  
Compliments  
Received**

**513**

## **Examples**

**Waste Management** - Compliment for Anchor Lane Tip - I recently lost my mum and we are in the process of emptying her home. I went to anchor lane on Monday with my daughter in law. I got very distressed there having to discard my mums home items we can longer keep. XXXXXXXX and his colleagues were extremely kind and compassionate towards me at a very busy time there. Could you please pass on my sincere thanks to all of them. Monday was not the first or last time I had to visit anchor lane. They are all a credit to your organisation. If you have annual colleague recognition awards, I would definitely nominate them for their professionalism and kindness towards service users.

\*\*\*\*\*

**Environmental Services** – I wish to compliment whoever is responsible for the lovely spring bulbs everywhere. In my case Tettenhall Green is so beautiful with crocuses, purple ones especially, and snowdrops too. All will seed and multiply ensuring a show for years to come. Keep up the good work everyone feels better seeing such beauty.

\*\*\*\*\*

**Customer Services** - I would like to send a compliment to the lady who had recently dealt with application. The officer had been very patient and has treated me with respect whilst dealing with my application. I think the officer is a credit to the council and needs commending for the skills when dealing with customers

\*\*\*\*\*

**Revenues and Benefits** - A compliment for Revs and Bens Assessment and Recovery officer - I take this as opportunity to compliment a member of your Housing Benefit Team. This member of staff has been most helpful and pleasant with excellent telephone manner throughout my dealings with her on what was a very in depth problem caused by a government department.

**Planning** - Further to our recent dealings over my application, I would like to thank you for your time and professional way in which you dealt with. I appreciate, how patiently you provided all necessary information, how involved you were, and how it made my inquiry feel taken care of :) as well as your excellent communication skills, and focus on my case.

The Customer Feedback team encourage officers to promote compliments and forward to the team as they are part of our quarterly and annual monitoring for service groups and are a valuable source of feedback. The Customer Feedback Team has worked with the Communications Team to promote compliments via City People.

## 6.0 Area of Learning for Corporate Complaints

Corporate, Place, People and Education Directorate services are committed to learning from customer feedback and require the completion of a tracking form from each corporate complaint investigated at stage one. Where complaints highlight that things have gone wrong, heads of service, managers and the customer feedback team are required to identify these areas, implement remedies and review processes/procedures where necessary.

### Examples of Corporate Stage 1 Learning

**Complaint** – *Complaint in relation to Customer Service procedure when of signing in/out at the Civic Centre reception*

**Learning** – *The service has reviewed visitor management system, to include equalities analysis and sought advice from partner agencies for best practice for customers with disabilities*

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**Complaint** – *Complaint in relation to service received from Registrars in relation to spelling of a name*

**Learning** – *Registrar General contacted for advice to established use of spelling of a name; this information was shared with all registration officers; an apology was issued to the customer and arrangements made for the customer to attend registrar office and resolve enquiry*

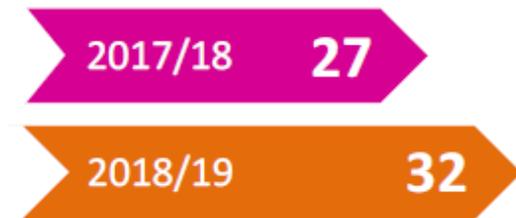
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**Complaint** – *Complaint in relation to business rates department and enforcement agents holding incorrect information*

**Learning** – *The service established that contact details of the liable person was not updated correctly and when later received was not notified to enforcement agents, so agents attended the incorrect property. Service reminded all staff to follow correct procedures to avoid future errors; also to remind enforcement agents that in all cases where identification is offered to check the information and make necessary enquiries with CWC*

## 7.0 Local Government and Social Care Ombudsman Enquiries

### LGSCO/Housing Ombudsman Enquiries for 2018/2019



*Annual Figures increased for 2018/19 by 5 cases compared to 2017/18. Customer Feedback team has also received 54 initial LGSCO/HO assessment enquiries for 2018/19.*

- 7.1 During 1 April 2018 to 31 March 2019 the council received 26 Local Government and Social Care Ombudsman (LGSCO) enquiries six Housing Ombudsman enquiries; a total of 32 enquiries for LGSCO and Housing Ombudsman.
- 7.2 Out of the 26 LGSCO, the Corporate Directorate received three enquiries, Education Directorate received one enquiry, People Directorate received 11 enquiries, Place Directorate received nine enquiries and Wolverhampton Homes received two enquiries.
- 7.3 The Corporate Directorate received three enquiries; one enquiry for Revenues and Benefits in relation to delays in finalising her housing benefit claim and Council's refusal to back date payments; outcome not upheld, no maladministration; one enquiry for Revenues and Benefits in relation to conflicting information provided regarding Council Tax and disputing third party living with complainant; outcome closed after initial enquiries, out of jurisdiction; one enquiry for Democratic Support, in relation to panel failing to properly consider a case, including the fact the application should not have been treated as late; outcome Ombudsman confirmed that final decision has been submitted to the school direct.
- 7.4 The Place Directorate received nine enquiries; One enquiry for Environmental Services in relation to a tree on council's land, causing problems with her garden, shedding leaves, pollen and a sticky white substance and droppings; outcome closed after initial enquiries, no further action. One enquiry for Waste Management in relation to council failing to empty her waste bins for over six months and delays incurred in replacing damaged bins; outcome upheld, maladministration and injustice. Two enquiries for Planning in relation to the actions of the Council in approving the planning application for new houses and the council's enforcement actions during the construction of the development; outcome upheld; maladministration and injustice. One enquiry for Planning in relation to planning permission for the extension of a property next to a house and no notification from the council that the customer had a statutory right to appeal against a decision; outcome not upheld, no maladministration. One enquiry for Transportation in relation to council introducing a traffic regulation order to restrict parking in his area; outcome closed after initial enquiries - out of jurisdiction. One enquiry for Parking Services in relation to Council's refusal to compensate residents for a failure to enforce parking restrictions; outcome closed after initial enquiries, no further action. One enquiry

for Licensing Department in relation to the council delaying processing a taxi driver licence application; outcome closed after initial enquiries, no further action. One enquiry for Transportation in relation to the council failing to properly consider whether it should prioritise a residential road for winter maintenance (salt gritting); outcome, not upheld, no maladministration.

- 7.5 The People Directorate received 11 enquiries; Adult Services received six enquiries and Children's Services received five enquiries outlined below.

Adult Services six enquiries as follows; One enquiry in relation to the council not providing adequate support to individual as a carer since November 2016, home based respite care has not allowed him/her to have a proper break and this is affecting him/her health; outcome not upheld; no maladministration. One enquiry in relation to the council not providing care and support for son since November 2016; outcome not upheld, no further action. One enquiry in relation to move of care home placements to sheltered accommodation and care plan at the sheltered accommodation which did not meet needs; outcome not upheld, no maladministration. One enquiry in relation to care assessment/review that the council carried out; outcome not upheld, no further action. One enquiry in relation to actions of council failing to ensure continuing health care (CHC) funding; outcome not upheld, no maladministration. One enquiry in relation to the council failed to deal properly with safeguarding concerns; outcome not upheld, no maladministration.

Children's Services five enquiries as follows; One enquiry in relation to Complaint regarding Council failed to properly consider evidence in deciding that his concerns about a nursery did not meet the Local Authority Designated Officer (LADO) threshold for an allegation management meeting in July 2018; outcome not upheld, no maladministration. One enquiry in relation to council's failure, until 2018, to accept resignation as a foster carer in writing; outcome upheld, maladministration and injustice. One enquiry in relation to council failing to pay her a mileage allowance since April 2016 for transporting foster children to school as their schools fell outside of the statutory travel limits causing financial distress; outcome awaiting Ombudsman final decision. One enquiry regarding the council failed to offer an appropriate remedy for faults identify in relation to child placed with family and offer a meaningful payment taking into account the specific financial loss; outcome upheld, maladministration and injustice. One enquiry in relation to failings in the way the council told parents and a special school that short break funding could not be used to pay for After-School Club sessions; outcome upheld, maladministration, no injustice.

- 7.6 The Education Directorate received one enquiry in relation SEND team's failure to maintain an Education, Health and Care Plan (EHCP); outcome upheld, maladministration and injustice.

For all upheld complaints, action plans and remedies have been carried out by the relevant services with the support of the Customer Feedback Team.

- 7.7 Wolverhampton Homes received two enquiries; One enquiry in relation to the Council not investigating complaint about how anti-social behaviour complaint was handled; outcome

not upheld, no maladministration. One enquiry in relation to the council failing to inform complainant about discount regarding Right To Buy Scheme; outcome upheld, maladministration, no injustice. Action plan, orders and recommendations have been carried out by accordingly.

## **8.0 Housing Ombudsman enquiries**

8.1 During 1 April 2018 to 31 March 2019 the council received six Housing Ombudsman enquiries. Wolverhampton Homes received five enquiries and Springfield Tenant Management Organisation (TMO) received one enquiry.

Wolverhampton Homes received five enquiries as follows;

One enquiry for Wolverhampton Homes in relation to actions in response to allegations of ASB from neighbour; outcome no maladministration.

One enquiry for Wolverhampton Homes in relation to leak at a property; outcome service failure by the landlord in regard to its response to reports about leaks into a living room. There was maladministration in relation to Wolverhampton Homes' management of this enquiry; Action plan, orders and recommendations have been carried out accordingly.

One enquiry for Wolverhampton Homes in relation to flood damage from flat above property; outcome no maladministration by the Council in its management of a claim for damage to a flat and service failure by the Council in its handling of management of the enquiry. Action plan, orders and recommendations have been carried out accordingly.

One enquiry for Wolverhampton Homes in relation to the Landlord's response to allegations of anti-social behaviour made against by a neighbour; outcome awaiting final decision from Housing Ombudsman.

One enquiry for Wolverhampton Homes in relation to the way the landlord has dealt with reports of anti-social behaviour and noise nuisance; outcome awaiting final decision from Housing Ombudsman.

Springfield TMO received one enquiry as follows;

One enquiry for Springfield TMO in relation to reports of a leak at a property; outcome awaiting final decision and review from Housing Ombudsman.

## **9.0 Local Government and Social Care Ombudsman assessment enquiries**

9.1 During 1 April 2018 to 31 March 2019 the council received 38 Local Government and Social Care Ombudsman assessment enquiries. Out of the 38 assessment enquiries received, 8 proceeded to a full investigation.

Corporate Directorate received eight assessment enquiries which comprised of Democratic Support received two and Revenues and Benefits received six.

Education Directorate received three assessment enquiries which comprised of two enquiries for SEND team and one enquiry for management of a school.

People Directorate received 14 assessment enquiries which comprised of Adult Services received 10; which comprised of Adult Community Team received three, Adult Community Team East received one, Adult Community Team North received one, Health and Social Care received one, Therapy received one, MASH received one and Independent Providers received two. Children's Services received four which comprised of C&YPiC Team 2 received one, Safeguarding one, Social Work Unit 4 received one and Fostering one.

Place Directorate received 10 assessment enquiries which comprised of Environmental Services received four; Environmental Protection one, Licensing received one, Highways received one, Transportation received, one, Waste Management received one and Parking Services received one.

Wolverhampton Homes received three assessment enquiries which comprised of one enquiry in relation to a housing application and two enquiries in relation to Right to Buy.

## **10.0 Housing Ombudsman assessment enquiries**

10.1 During 1 April 2018 to 31 March 2019 the council received 16 Housing Ombudsman assessment enquiries. Out of the 16 received Wolverhampton Homes received 14, Springfield Tenant Management Organisation (TMO) received one and Bushbury Hill Estate Management Board received one.

## **11.0 Action Plans/Learning**

11.1 When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a financial remedy, change to policy or service delivery, the Customer Feedback Team produce an action plan report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Manager/Director to ensure appropriate remedies and changes to policy/service delivery are implemented.

## **12.0 Complaint Training**

12.1 The Customer Feedback Team has compiled mandatory corporate complaint training for council officers, which is available via the council's Learning Hub. During 1 April 2018 to 31 March 2019, the learning and development team has confirmed 97 officers have completed the mandatory corporate online complaint training. Statutory social care complaint training for Children's Services was carried out face to face by the Customer Feedback Team during March 2019; a total of 26 Children's Services officers attended this training.

### **13.0 Monitoring Information**

13.1 There are no concerns with the data analysis or evidence of any groups being disproportionately affected. The Council, being under the Public-Sector Equality Duty must, on an on- going basis, consider how its policies are working for the diverse communities a Council serves.

### **14.0 Management of Unreasonable Behaviour**

14.1 In conjunction with our policy on the management of unreasonable complainant behaviour, the Customer Feedback Team managed a total of 9 cases during 1 April 2018 to 31 March 2019. All cases are agreed and approved by the relevant service and Director of Governance.

### **15.0 Financial Implications**

15.1 There are no financial implications associated with the recommendation in this report.

[TT/05082019/H]

### **16.0 Legal Implications**

16.1 The statutory complaints procedure must comply with various statutes. These include:

- Children and Family Services - The Children Act 1989, Representations Procedure (England) Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989
- Adult Social Care – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009; which came into force on 1 April 2009.
- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[Legal Code: TS/06082019/Q]

### **17.0 Equalities Implications**

17.1 There are no equalities implications associated with this report.

17.2 An equalities analysis was carried out with the Equalities Team in January 2019 when the corporate complaints policy was reviewed.

## **18.0 Environmental Implications**

18.1 There are no environmental implications associated with this report.

## **19.0 Human Resources Implications**

19.1 There are no human resource implications associated with this report.

## **20.0 Corporate Landlord Implications**

20.1 There are no corporate landlord implications associated with this report.

## **21.0 Health and Wellbeing Implications**

21.1 The complaints element of the social care and corporate procedure is part of a wider assurance process supporting quality in service delivery standards. This can then be a positive experience for customers and contribute to their health and well-being. For those occasions where the experience which has led to a complaint is a less positive one, then there is an opportunity for appropriate action or redress so that the health and well-being of the complainant and/or relevant others is secured. The compliments process allows customers to note great practice by the Council; positive experience of officers working in many different settings will support improved experience of health and well-being for individuals as well as for staff who can be satisfied that their work is appreciated.

## **22.0 Schedule of Background Papers**

22.1 None for consideration.

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# 2018-19

# Children and Young People Statutory Customer Feedback

Annual (April 2018-March 2019)

## Formal Complaints Received



Page 45

## Average Complaint Response Time



Statutory  
complaints

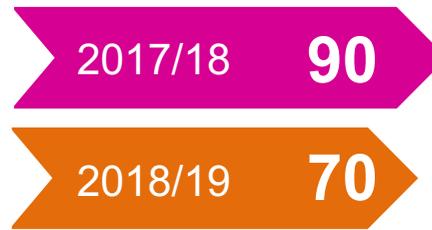


Corporate  
complaints

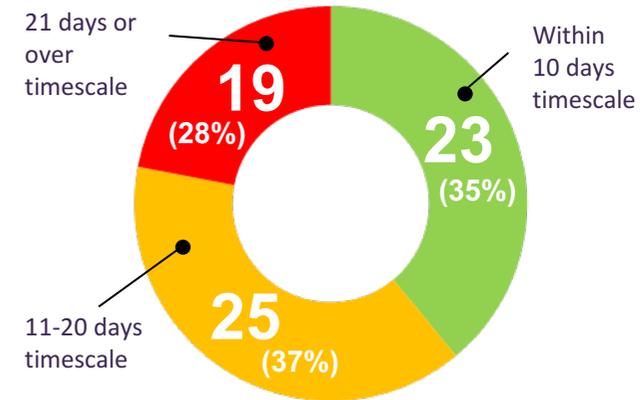
*This represents a  
decrease of*



## Stage 1 Complaints Comparison



## Response Timescales

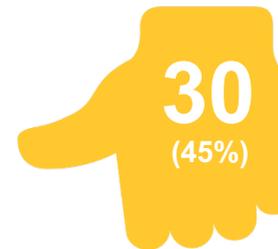


## Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

## Complaints Where The Council Is Partially At Fault



## Complaints Where The Council Is Not At Fault

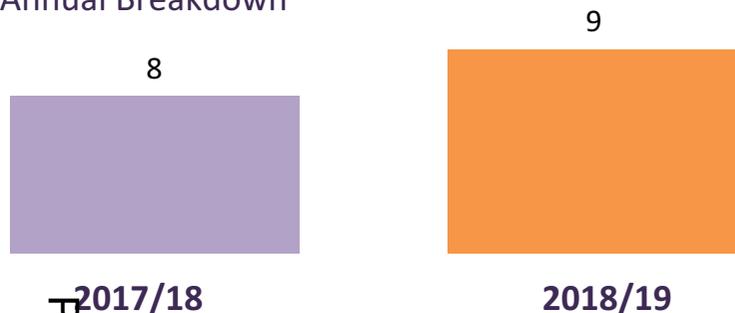


# 2018-19

# Children and Young People Statutory Customer Feedback

Annual (April 2018-March 2019)

## Stage 2 Complaints Comparison Annual Breakdown



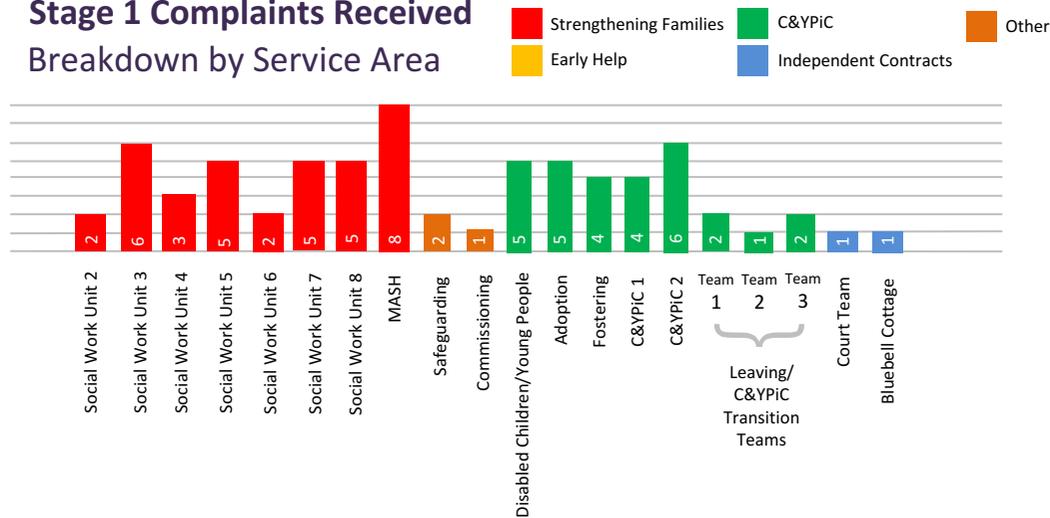
## Stage 3 Complaints Comparison Annual Breakdown



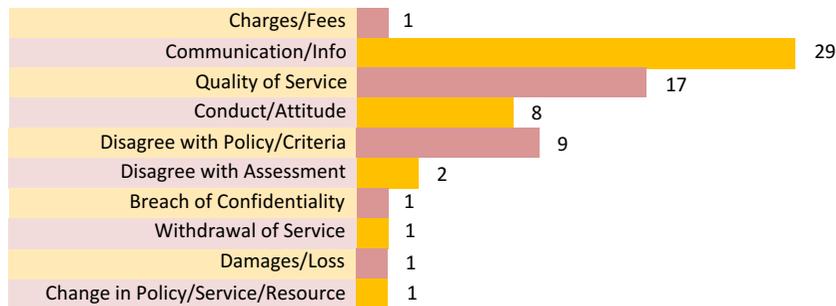
## Local Government and Social Care Ombudsman (LGSCO) Enquiries



## Stage 1 Complaints Received Breakdown by Service Area



## Stage 1 Complaints Received Breakdown by Category



105

Compliments

68

Informal Complaints

# 2018-19

# Adult Social Care and Public Health Statutory Customer Feedback

Annual (April 2018-March 2019)

## Formal Complaints Received



Page 47

## Average Complaint Response Time

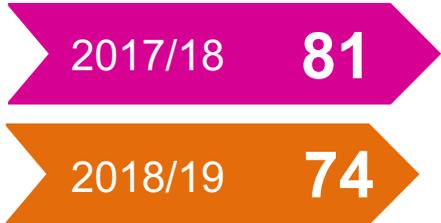


This represents a decrease of

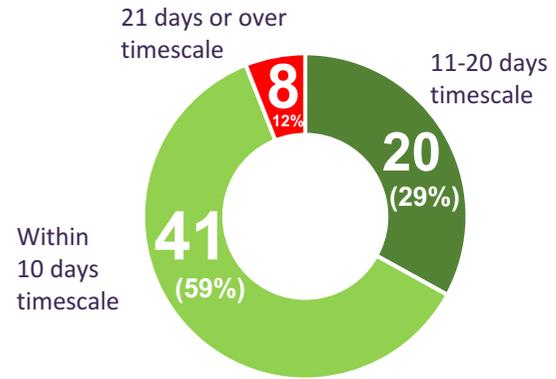


7  
(9%)

## Stage 1 Complaints Comparison For Quarter 3



## Response Timescales



## Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

## Complaints Where The Council Is Partially At Fault



## Complaints Where The Council Is Not At Fault

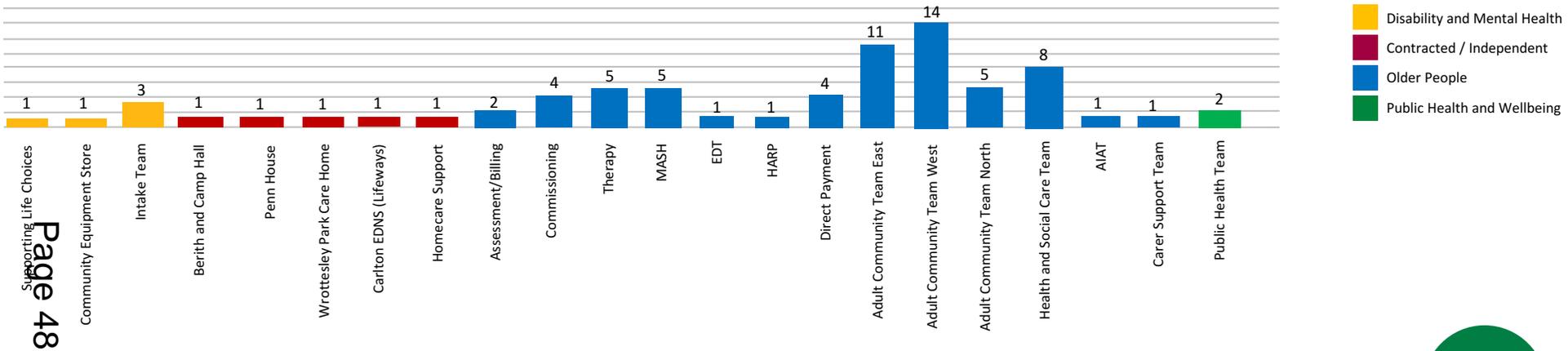


# 2018-19

# Adult Social Care and Public Health Statutory Customer Feedback

Annual (April 2018-March 2019)

## Stage 1 Complaints Received Breakdown by Service Area

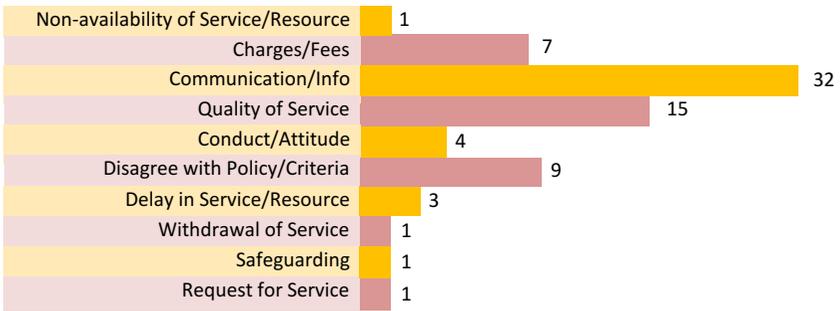


Supporting Life Choices  
Page 48

## Local Government and Social Care Ombudsman (LGSCO) Enquiries or Investigations

6

## Stage 1 Complaints Received Breakdown by Category



161

Compliments

78

Informal Complaints

# Stage 1 Annual Corporate Customer Feedback

Annual 2018 – 2019

## Complaints Received



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## Complaints where the Council is at fault (*upheld*)

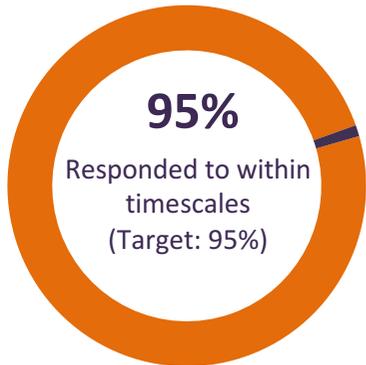


Issues have been identified from 85 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

## Complaints where the Council is not at fault



## Response Timescales



5%  
Not responded to within timescales

## Average Complaint Response Time



## Stage 1 Complaints Comparison for 2018/19



## Complaints received increased by



In comparison to 2017/18 an increase has been seen in the number of complaints received.

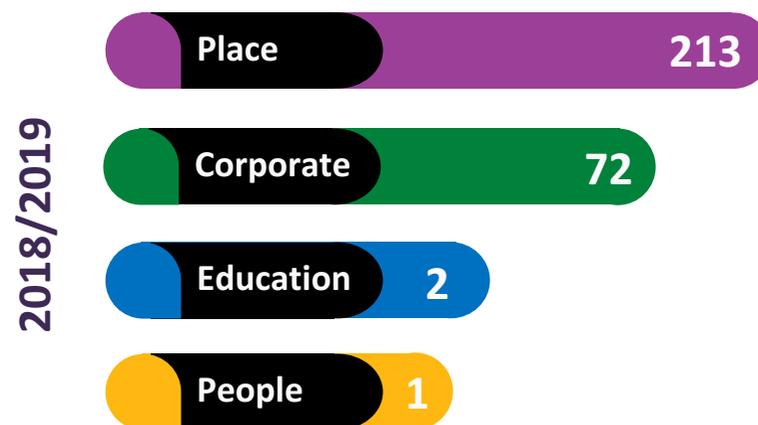
# Stage 1 Annual Corporate Customer Feedback

Annual 2018 – 2019

## Stage 1 Complaints Comparison



## Stage 1 Complaints Breakdown by Directorate



Annual  
Compliments  
Received

513

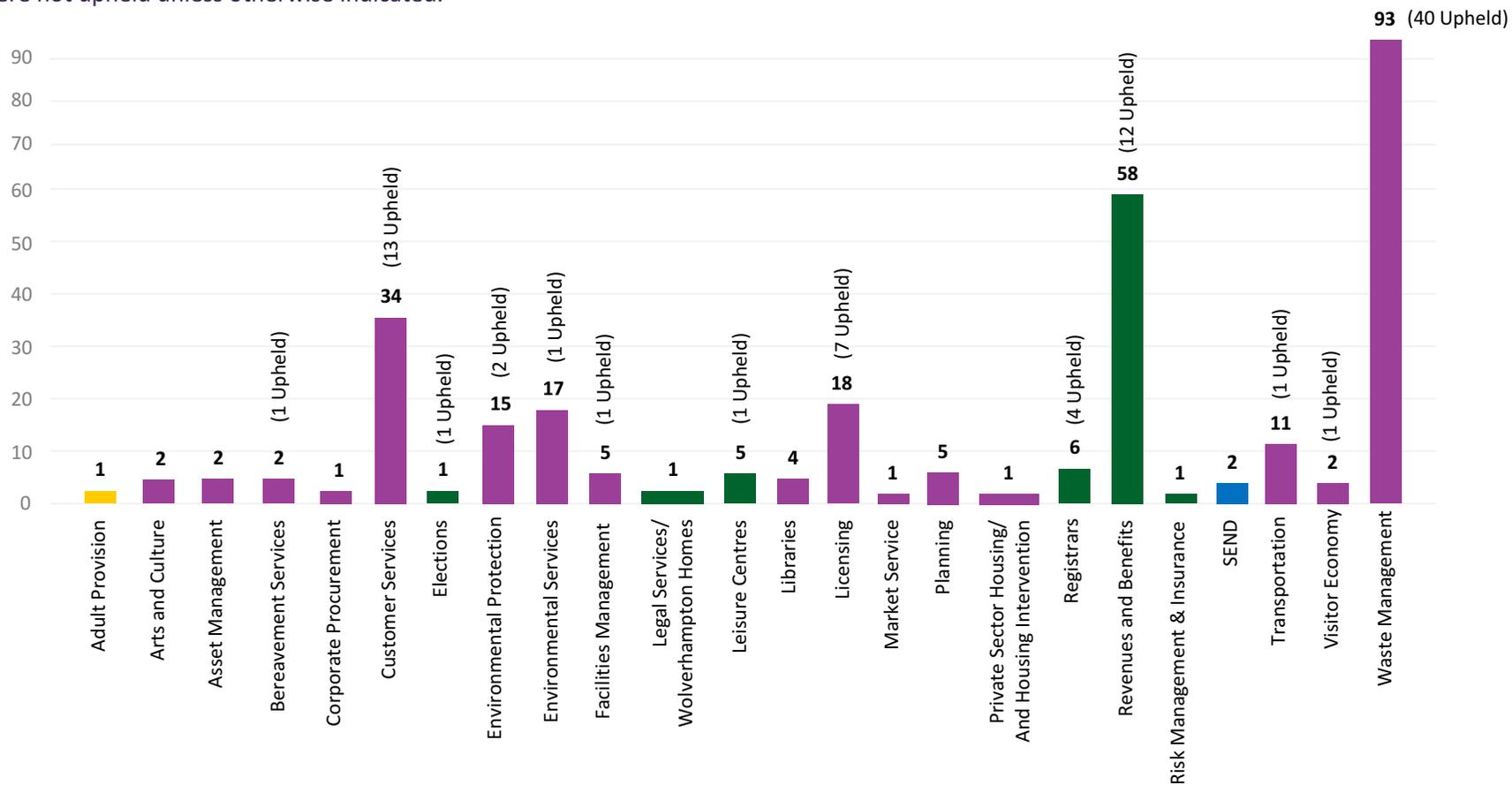
## Stage 1 Complaints Received

### Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.



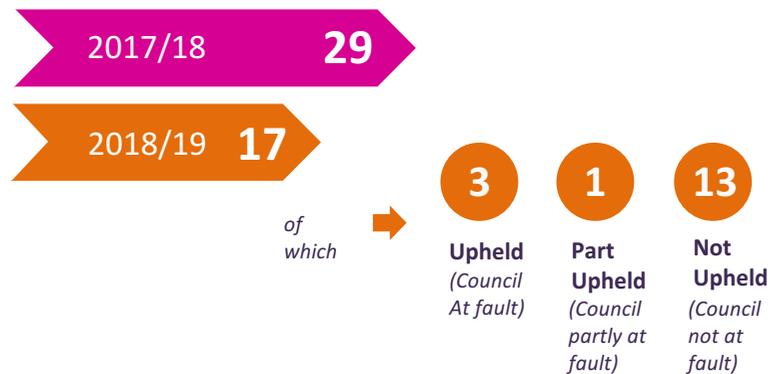
Page 51



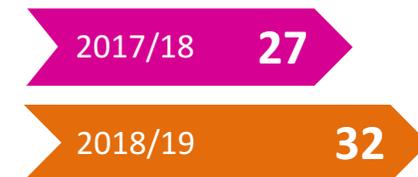
# Stage 2 – Annual Corporate Customer Feedback and Local Government and Social Care Ombudsman (LGSCO) Enquiries

Annual 2018 – 2019

## Stage 2 Complaints Comparison for 2018/2019



## LGSCO/Housing Ombudsman Enquiries for 2018/2019



Annual Figures increased for 2018/19 by 5 cases compared to 2017/18. Customer Feedback team has also received 54 initial LGSCO/HO assessment enquiries for 2018/19.

# Briefing Note

**Title: Surface Water Flooding Scrutiny Update**

**Date: 30 August 2019**

**Prepared by: Chelsea Sibley**

**Job Title: Resilience Officer**

**Intended Audience:** Internal  Partner organisation  Public  Confidential

## 1.0 Purpose

1.1 To provide an update on progress to improve the City of Wolverhampton Council's response to out of hours emergencies, and strengthen resilience to manage such incidents effectively.

## 2.0 Background and context

2.1 Following an incident of surface water flooding in parts of the City on 26-27 May 2018, a Scrutiny Panel convened to consider the effectiveness of plans and procedures designed to manage surface water flooding. This included the out of hours emergency response process. The Scrutiny Panel made 16 recommendations (Appendix A).

2.2 Key issues identified included the need to address the on-call resilience function and response to surface water flooding. The review established that due to technical disruption to the Wolverhampton Homes 24 Hour Contact Centre, Ward Councillors were unable to get through to the Duty Manager or Duty Director on-call.

## 3.0 Update on progress

### 3.1 Changes to the rota system (recommendation 7 & 8)

The Resilience Team, alongside the Director of Public Health, have considered the recommendation of the Scrutiny Panel and established a Task and Finish group to review the current internal on-call resilience arrangements.

This Task and Finish group objectives include:

- Reduce the duty manager rota to a dedicated number of officers (between 4-8) to improve skill and experience of officers
- Review current duty devices to ensure efficiency and effectiveness
- Work closer with Wolverhampton Homes to ensure all contact details are correct and business rules are in place

3.2 The newly established rota is expected to be implemented in October 2019 and will increase knowledge of those on-call to have in-depth understanding of processes and

procedures to be taken for a wide variety of specific risks. Consequently, those on-call will be able to provide an appropriate level of response to a range of incidents that come through to the Duty Manager (soon to be rebranded Emergency Response Officer).

3.3 As recommended by the Scrutiny Panel, a pager system is being considered. Walsall Metropolitan Borough Council currently use a pager system, conversations are in progress to learn more about this system and its applicability in the City of Wolverhampton.

3.4 In response to the difficulties Ward Councillors experienced in contacting the Duty Manager or Director during the bank holiday incident of 26-27 May 2018, the Resilience Team has ensured that where possible bank holidays are covered by a single Duty Manager and Duty Director. Duty phones will be diverted to ensure the on-call officers are accessible at all times on the numbers provided through the weekly Chief Executive report to Councillors.

3.5 **Resilience Training (recommendation 9)**

The regular duty refresher training continues to be offered on a weekly basis. Plans are currently in place to exercise some of the new emergency plans, such as Loss of Facilities Plan and Corporate Condolence Plan.

3.6 Training needs have been identified through reviewing on-call arrangements. The aim is to reduce the overall number of officers on the rota and increase the knowledge and experience of officers that remain. Training needs will be addressed as new officers for the rota are identified.

3.7 **Councillor Development: Resilience Sessions (recommendation 10)**

The Resilience Team organised several development sessions on a variety of dates and times shortly after the Scrutiny Board last summer (2018). Unfortunately, attendance was low. A repeat of these sessions is being scheduled through Organisational Development and Councillors will be encouraged to attend and learn about resilience plans.

3.8 **Communications (recommendation 11)**

The Resilience Team has recently set-up a Twitter account (@WVPrepared). Key messages from agencies such as the Met Office are being shared, and the account is being promoted to help grow the following through, for example, the Corporate Communications Team.

**4.0 Plan Review**

4.1 The Resilience Team are reviewing the Local Flood Plan over the next six months, in line with guidance released by Department for Environment, Food and Rural Affairs – the National Emergency Flood Framework for England, as well as the Best Practice Template for Multi-Agency Flood Plans by the Ministry of Housing, Communities and Local Government, bought together using examples from all responders across the UK.

4.2 In addition to the Local Flood Plan, work has been ongoing to develop a Severe Weather Co-ordination Plan to outline actions to be taken on receipt of weather warnings and alerts via the Met Office, as well as co-ordination mechanisms for internal services.

## Annex A – Recommendations from Scrutiny Panel (May 2018)

Review Recommendations	Lead
1. Lead Local Flood Authority (LLFA) to share information with the Resilience Board on progress against actions detailed in the Local Strategy for Flood Risk Management Action Plan (published <i>October 2015</i> ).	LLFA
2. The LLFA to publish their findings from an investigation into the flooding incident as detailed in their list of responsibilities. Confirmation required as to whether there is an Annual Report and where and to who does this go?	Flood Risk Manager
3. Highway Operations Manager and Flood Risk Manager to present a joint report to Cabinet about the implications for Wolverhampton to respond to a future flooding incident on a similar scale, if the current gulley cleaning budget is reduced.	Highway Operations Manager and Flood Risk Manager
4. The Flood Risk Manager to brief the relevant Portfolio Holder on the outcome of a funding bid aimed at providing better intelligence about flood risk areas which can be part of a map-based system.	Flood Risk Manager
5. Highway Operations Manager to brief the relevant Portfolio Holder on progress of a business case for additional funding for future flood prevention work and any specific work to reduce risk of flooding in known high risk areas of Wolverhampton.	Highway Operations Manager
6. Wolverhampton Homes report to the LLFA forum on the feasibility and risk of installing flood resistant doors at the front and rear in new housing developments and the timeline for introducing a trial scheme to test their effectiveness and impact on the level of flood risk.	Wolverhampton Homes
7. Director of Public Health to present an update to Scrutiny on the impact of changes introduced to CWC emergency resilience planning following an internal review.	Director of Public Health
8. Director of Public Health, to present a report to Cabinet of any proposed changes to the arrangements for voluntary bank holiday and weekend cover by duty director and managers.	Director of Public Health
9. Director of Public Health, to detail plans for regular desk top and live resilience training to test the robustness of emergency systems and identify areas of concern and or training support needed.	Director of Public Health
10. The Councillor Development and IT Advisory Group to encourage all councillors to attend Resilience Sessions: Introduction to the Major Incident Control Room and the Councillors role in an emergency. The Resilience Officer to report on feedback from Councillors and to make recommendations as appropriate to the Councillor Development and IT Advisory Group.	Councillor Development and IT Advisory Group
11. The Head of Communications in partnership with Wolverhampton Homes, Highways Service, Resilience and Severn Trent Water to consider further proposals of what further action (including enhanced use of social media) could be taken to encourage residents to register for flood alerts and severe weather warnings and how to protect their homes from flooding.	Ian Fegan, Head of Communications, Wolverhampton Homes,

<a href="http://www.wolverhampton.gov.uk/severeweather">http://www.wolverhampton.gov.uk/severeweather</a>	Resilience Team, Seven Trent Water.
12. CWC website to be updated to stress to the public that they should not walk or drive in severe flood water as there are risks to their safety and will also add to the pressure on the emergency services responding to calls. The website information to be updated to include the information detailed in Appendix 7.	Director of Public Health
13. Wolverhampton Homes to update Cabinet on plans for alerting tenants to plan and prepare for flooding, which are suitable for the needs of vulnerable people living in known high risk flood areas	Darren Baggs, Wolverhampton Homes
14. That the Flood Risk Manager consider more sustainable drainage systems and the use of targeted maintenance to clean gullies more frequently in high-risk flood areas.	Flood Risk Manager
15. That the weekly report to councillors from the Managing Director continues to be utilised and that it continues to include up to date information regarding duty managers and directors.	Head of Corporate Communications
16. That information be received regarding Highways and Transport cross boundary working in respect of emergency planning and flood risk.	Flood Risk Manager

## Scrutiny Work Programme

### Scrutiny Board

The Board will have responsibility for scrutiny functions as they relate to:

Combined Authority, Future Customer, Future Performance and Communications

Date of Meeting	Item Description	Lead Report Author	Notes
10 September 2019	Annual Social Care, Public Health and Corporate Complaints Report  Update of recommendations from the Flood Review  Brexit Preparation Update – Briefing	Sarah Campbell  John Denley and Chelsea Sibley  Martyn Sargeant	Cllr Muston requested a briefing on the Council's Brexit preparation plans
8 October 2019	Recommendations from the Scrutiny Review into Violent Crime  Annual scrutiny report  Update from Chairs and Vice-Chairs of Scrutiny Panels  Civic Halls – Future Operating Model	Cllr Obaida Ahmed, John Denley and Julia Cleary  Julia Cleary  Richard Lawrence	Agenda Item No: 8

10 December 2019	Update from Chairs and Vice-Chairs of Scrutiny Panels  Volunteering in the City (Provisional)		Cllr Philip Bateman recommended this as an item at SCE Scrutiny Panel, see minutes 20 Nov 2018 for description
14 January 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels		
10 March 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels		
21 April 2020	Cyber Security Update  Update from Chairs and Vice-Chairs of Scrutiny Panels		

### Scrutiny Reviews

1. Fire Safety - Ongoing
2. Reducing Violent Crime – Cllr Ahmed in Chair - Ongoing.
3. Mini Scrutiny Reviews with Youth Council based on Make Your Mark
4. Autism - Review
5. Review into CAMHS
6. Fuel Poverty - Review

### Scrutiny Board – Terms of Reference

- a. To arrange for the consideration of forthcoming Executive Decisions published in accordance with the Access to Information Procedure Rules with a view to identifying issues for early discussion with the Cabinet and/or scrutiny prior to decisions being made.

- b. The Board will oversee the operation of the [call-in mechanisms](#) with the Panels being responsible for hearing those call-ins related to them terms of reference. When the call-in relates to an overarching policy framework / budget issue or a matter that falls within the remit of more than one scrutiny panel it will default to the Scrutiny Board. Further, if the issue is considered to be of particular significance, either the Chair or Vice Chair of the Scrutiny Board can ask for it to come to the Board.
- d. The Board will oversee the work programmes of Scrutiny Panels to avoid duplication of work and to ensure coherence of approach to cross-cutting policy themes. The Board may determine that one named Panel shall take lead responsibility for a cross-cutting policy theme or may determine that the work be shared between one or more named Panels.
- e. The Board will ensure coherence between the policy development work of the named Panels and their role in the consideration of reports received from external auditors and external regulatory Inspectors.
- f. The Board will make recommendations to the Cabinet on the allocation of budgetary and employee resources held centrally for the purpose of supporting scrutiny work.
- g. The Board will ensure that good practices and methods of working are shared between Panels and in particular will seek to optimise the inclusion of citizens, partners and stakeholders in the work of Scrutiny.
- h. The Board will review or scrutinise non-Cabinet business and may make reports or recommendations to the Council. The Board will consider policy and due process and will not scrutinise individual decisions made by Regulatory or other Committees particularly those quasi-judicial decisions relating to development control, licensing etc. which have been delegated by the Council. The Board will not act as an appeal body in respect of non-Cabinet functions.
- i. The Board will oversee the work of any Councillors appointed to act as lead members or 'champions' in respect of any specific priority tasks or areas of policy development identified by the Council.

- j. The Board or another relevant scrutiny panel will consider any petition that contains 2,500-4,999 signatures with a view to making recommendations for action by employees or review by the Executive as appropriate.
- k. The Board will undertake the tracking and monitoring of scrutiny review recommendations.
- L. The Board will oversee the coordination of the budget scrutiny process.

### Our Council Scrutiny Panel Work Programme 2019-2020

The Panel has responsibility for Scrutiny functions as they relate to, Strategic Financial Services, Revenues and Benefits, Strategic Procurement, The HUB, Audit, Human Resources, Corporate Administration, Democracy, Corporate Landlord, Transformation and ICT

Date of Meeting	Item Description	Lead Report Author	Notes
4 September 2019	<ul style="list-style-type: none"> <li>• Treasury Management-Annual Report 2018-2019 and Activity Monitoring Quarter One 2019-2020</li> <li>• Cabinet Member for Resources - Portfolio Holder Briefing Session – Cllr Louise Miles</li> <li>• Review of the assumptions in the MTFs in relation to Corporate Resources</li> <li>• Strategic Asset Plan 2018-23 – progress report</li> <li>• Cllr Louise Miles - Cabinet Member for Resources</li> </ul>	<p>Alison Shannon, Chief Accountant</p> <p>Claire Nye, Director of Finance</p> <p>Claire Nye, Director of Finance</p> <p>Julia Nock, Head of Assets</p>	<p>Information about the Council's treasury management Activity</p> <p>Briefing on current work and questions from the panel.</p> <p>Claire Nye, Director of Finance Preparation for budget scrutiny</p> <p>The Head of Assets to present progress report</p>
20 November 2019	<ul style="list-style-type: none"> <li>• Chair of Audit and Risk Committee – Annual Report - Cllr Alan Butt</li> </ul>		<p>Briefing on the adequacy application and reliability of key internal controls to ensure identified risks are sufficiently mitigated against and current priorities. Presentation of annual report</p>

	<ul style="list-style-type: none"> <li>• Draft Budget and Medium-Term Financial Strategy 2020 -2021</li> <li>• Rapid Development Platform</li> </ul>	<p>Claire Nye, Director of Finance</p> <p>Andy Hoare Digital Transformation Director</p>	<p>Briefing on the system, current progress and the benefits of the platform and next steps and why.</p>
15 January 2020	<ul style="list-style-type: none"> <li>• Digital Printing Service – update</li> <li>• Treasury Management Activity Monitoring - Mid Year Review 2019-2020</li> <li>• Review of assumptions in the MTFS about growth and inflation'</li> </ul>	<p>Gail Rider – Head of ICT</p> <p>Claire Nye, Director of Finance</p> <p>Claire Nye, Director of Finance</p>	<ol style="list-style-type: none"> <li>1. Review the opportunities and competitiveness of providing print services outside of the local authority, operating on a commercial basis</li> <li>2. Put in place mechanisms to secure all internal printing requirements are provided in-house, removing the opportunity for staff to commission print work outside of the authority</li> <li>3. Improve the kitchen facilities for DPS in line with the rest of the authority's amenities</li> </ol> <p>Budget scrutiny overview</p>
January 2020 (tbc)	<ul style="list-style-type: none"> <li>• Specific Reserves Working Group (date to confirmed)</li> </ul>	<p>Claire Nye, Director of Finance</p>	<ol style="list-style-type: none"> <li>1. To receive a detailed report on specific reserves.</li> </ol>

			<p>2. To review and scrutinise the balances and movements of the council's specific reserves to ensure that they are appropriately established and required.</p> <p>To make recommendation or comment to Cabinet on matters arising from the review and scrutiny of specific reserves.</p>
11 March 2020	<ul style="list-style-type: none"> <li>Treasury Management</li> </ul>	Claire Nye, Director of Finance	

**Future Items – dates tbc**

1. Assessment and evaluation of the Smart Working Policy Denise Pearce, Head of Human Resource. That the Scrutiny Panel undertake an assessment and evaluation of the Smart Working Policy. Information on performance management and data on appraisals should also be included as part of the report – date tbc.
2. Community Asset Transfer: Policy and Strategy Review: Julia Nock, Head of Assets – due to be presented to Cabinet on 16.10.19.
3. Council Tax - General indebtedness and Business Rate collection rates.
4. Briefing on Universal Credit – update on transition - Heather Clarke, Service Development Manager
5. HMRC pilot report interim findings March 2020 and more detailed findings September 2020 - Tracey Richards, Recovery Manager

**Stronger City Economy Scrutiny Panel Work Programme**

The Panel will have responsibility for Scrutiny functions as they relate to - Enterprise and Skills, City Development, Visitor Economy, Adult and Cultural Learning, Economic Inclusion and Service Development.

Date of Meeting	Item Description	Lead Report Author	Notes
2 September 2019	<ul style="list-style-type: none"> <li>• Branding and Marketing Strategy for the City of Wolverhampton</li>   <li>• Westside Link / Public Real Proposals</li> </ul>	Isobel Woods / Ian Fegan  Marianne Page/Ruth Taylor	<ul style="list-style-type: none"> <li>• City Centre and wider Wolverhampton branding and marketing strategy. Ian Fegan request to attend. How is Wolverhampton sold to encourage investment?</li>   <li>• To respond to questions raised at the Panel meeting in July 2019.</li> </ul>
25 November 2019	<ul style="list-style-type: none"> <li>• Apprenticeships Update</li>   <li>• Skills, Employment, Enterprise</li>   <li>• Draft Budget</li> </ul>	Angela McKeever	<ul style="list-style-type: none"> <li>• Update as resolved at the Panel last year. Particular focus on uptake numbers, effectiveness and overall career pathways. Data analysis.</li> </ul>

January/ February 2020	<ul style="list-style-type: none"><li>• Inward Investment</li></ul>		<ul style="list-style-type: none"><li>• To include communications angle.</li></ul>
March 2020	<ul style="list-style-type: none"><li>• Review of recommendations throughout the year.</li></ul>	Heather Clark	

**Potential Future items: -**

1. Policy implications from West Midlands Combined Authority/Regional/National or International Sources
2. How do we monitor our communications?

### Vibrant and Sustainable City Scrutiny Panel Work Programme

The Panel will have responsibility for Scrutiny functions as they relate to: -

Operational Services, Public Realm, Commercial Services, Regulatory Services (policy), City Housing, Planning (policy), Strategic Transport, Keeping the city clean, Keeping the city moving, Improving the city housing offer and Strategic Asset Management.

Date of Meeting	Item Description	Lead Report Author	Notes
5 September 2019	<ul style="list-style-type: none"> <li>• Full review of Housing Allocations Policy</li> <li>• Burial Places in Wolverhampton and Crematorium booking system, waiting times and delays particularly during the winter season</li> <li>• Housing Strategy – Full Draft (<i>Provisional</i>)</li> <li>• Empty Homes Strategy</li> <li>• Keep the Street Neat Briefing Note</li> </ul>	Mila Simpson  Steve Woodward  Steve Woodward  Kate Martin  Helen Scullard  Colin Parr	(As requested by Health Scrutiny Panel)  (As requested by Health Scrutiny Panel)
7 November 2019	<ul style="list-style-type: none"> <li>• Processes for obtaining s.106 money including chasing once agreed</li> <li>• The Condition of the Roads (Including Potholes) in Wolverhampton</li> </ul>	John Roseblade	As requested by Cllr Waite at Scrutiny Board

	<ul style="list-style-type: none"> <li>• Draft Budget</li> <li>• Note on Planning on border of Wolverhampton with South Staffordshire</li> <li>• Response to Transport Questions raised on the Public Realm, Transport and Linking the City at the Stronger City Economy Scrutiny Panel on the 16 July 2019.</li> </ul>	<p>Michele Ross</p> <p>John Roseblade</p>	
30 January 2020	<ul style="list-style-type: none"> <li>• WV Living – Briefing Note</li> <li>• Wolverhampton Homes</li> <li>• Walsall Housing Growth Corridor</li> </ul>		
19 March 2020			

**Potential Future Items: -**

1. Impact of Average Speed Cameras
2. Update on plans for the Hickman Avenue Site and potential changes to Willenhall Road
3. Strategy for exploiting the most out of the Canal Network
4. Bike Sharing Scheme Plans
5. Councillor Portal Development (as requested by Portfolio Holder during Q & A Session)
6. Homelessness
7. Royal Hospital Phase 1+ 2

## Health Scrutiny Panel

The Panel will have responsibility for Scrutiny functions as they relate to: -

- All health-related issues, including liaison with NHS Trusts, Clinical Commissioning Groups, Health and Wellbeing Board and Healthwatch.
- All functions of the Council contained in the National Health Service Act 2006, to all regulations and directions made under the Health and Social Care Act 2001, the Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002,
- The Health and Social Care Act 2012 and related regulations.
- Reports and recommendations to relevant NHS bodies, relevant health service providers, the Secretary of State or Regulators.
- Initiating the response to any formal consultation undertaken by relevant NHS Trusts and Clinical Commissioning Groups or other health providers or commissioners on any substantial development or variation in services.
- Participating with other relevant neighbouring local authorities in any joint scrutiny arrangements of NHS Trusts providing cross border services.
- Decisions made by or actions of the Health and Wellbeing Board.
- Public Health – Intelligence and Evidence
- Public Health – Health Protection and NHS Facing
- Public Health - Transformation
- Public Health – Commissioning
- Healthier City
- Mental Health
- Commissioning Mental Health and Disability
- HeadStart Programme

Date of Meeting	Item Description	Lead Report Author	Notes
12 September 2019	<ul style="list-style-type: none"> <li>• Tettenhall Wood GP Surgery Consultation</li>   <li>• The Royal Wolverhampton NHS Trust - Quality Accounts– September 2019</li>   <li>• National Audit of Care at the End of Life</li>   <li>• Verbal Update on Brexit Preparations</li> </ul>	CCG  RWT – Alison Dowling  RWT  All present	In the Quality Accounts, the National Audits showed significant non-compliance by RWT in a few areas, the Panel wishes to look at progress in these areas.
7 November 2019	<ul style="list-style-type: none"> <li>• GP appointment waiting times – involve Wolverhampton Healthwatch</li>   <li>• CCG Annual Report</li>   <li>• Draft Budget</li> </ul>	CCG – Helen Hibbs   Steven Marshall	

	<ul style="list-style-type: none"> <li>• Public Health Annual Report</li> <li>• Healthwatch Annual Report</li> </ul>	<p>Public Health – John Denley</p> <p>Tracey Cresswell</p>	
16 January 2020	<ul style="list-style-type: none"> <li>• Reconfiguration of hyper acute and acute stroke services</li> <li>• Review of the impact of the new Medical Examiner Role and the Registrar’s Office at New cross Hospital</li> <li>• Cancer Screening</li> <li>• Accident and Emergency</li> <li>• STP (Sustainability and Transformation Plans)</li> <li>• Minutes and Report from the Adults and Sifter City Scrutiny Panel on Alcohol and Drugs Strategy</li> </ul>	<p>CCG / Royal Wolverhampton NHS Trust</p> <p>Royal Wolverhampton NHS Trust</p> <p>Royal Wolverhampton NHS Trust / Public Health</p> <p>Royal Wolverhampton NHS Trust / CCG</p> <p>Earl Piggott-Smith</p>	
5 March 2020	<ul style="list-style-type: none"> <li>• Mortality Statistics</li> <li>• Patient Participation Groups</li> </ul>	RWT	

	<ul style="list-style-type: none"><li>• Pharmaceutical Ordering (Provisional)</li><li>• West Midlands Ambulance</li><li>• Maternity Services – Quality Assurance</li></ul>	Royal Wolverhampton NHS Trust	To address priorities identified in the Quality accounts and in particularly those on Maternity Care in the pre-hospital environment.
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**Potential Future Items: -**

1. Black Country Partnership NHS Foundation Trust Merger – Possible an informal meeting will be arranged
2. West Park Hospital (Suggested by Chair of Healthwatch) – Will be a site visit
3. June 2020 – Review of the new Patient Experience, Engagement and Public Involvement Strategy.
4. Primary Care – CCG
5. Healthy Child Programme

## Adults and Safer City Scrutiny Panel

The Panel will have responsibility for scrutiny functions as they relate to: -

Older people assessment and care management, Financial support services, Community Safety, Libraries and community hubs, Independent living centre, Commissioning older people, Carers support and All age disabilities.

Date of Meeting	Item Description	Lead Report Author	Notes
17 September 2019	<ul style="list-style-type: none"> <li>• Principal Social Worker Annual Report – update</li> <li>• Adult Social Care Workforce Health Check</li> <li>• 2019 Social Work Health Checks</li> </ul>	<p>Louise Haughton, Principal Social Worker</p> <p>Louise Haughton, Principal Social Worker</p> <p>David Watts, Director of Adults Services</p>	Update and feedback from Cabinet report
16 October 2019	<ul style="list-style-type: none"> <li>• Cllr Linda Leach, Cabinet Member Adult Services and Cllr Jasbir Jaspal, Cabinet Member Health – briefing on priorities</li> <li>• Wolverhampton Multi-Agency Safeguarding Arrangements</li> </ul>	<p>David Watts, Director of Adults Services and John Denley, Director of Public Health</p> <p>Dawn Williams, Head of Safeguarding</p>	<p>Briefing on key priorities and questions from the panel.</p> <p>Briefing on a review of children and adults safeguarding arrangements in line with guidance set out in Working Together 2018.</p>

12 November 2019	<ul style="list-style-type: none"> <li>• Draft Budget and Medium -Term Financial Strategy 2020 – 2021</li> <li>• Safer Wolverhampton Partnership Annual Report 2018-2019 – background, what it does, who is on it etc.</li> <li>• Transforming Care – update on progress</li> <li>• Update on Alcohol and Drugs Strategy</li> </ul>	<p>Clair Nye, Director of Finance</p> <p>Mark Taylor Andy Beard Lynsey Kelly John Denley, Director of Public Health</p> <p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	
28 January 2020	<ul style="list-style-type: none"> <li>• Joint Dementia Strategy – Update</li> <li>• Adult Education Service</li> <li>• Blue Badge Scheme – update report</li> </ul>	<p><b>Check with Martin Stevens.</b></p> <p>Joanne Keatley, Head of Adult Education</p> <p>Lisa Taylor, Head of Service Improvement (Customer Services)</p>	<p>Update on progress of annual strategy against original aims and performance targets</p> <p>Briefing on service priorities and progress against key performance targets.</p> <p>The Head of Customer Service to present a report detailing progress in responding to the issues highlighted in the report and specifically on changes to the eligibility criteria and delays in the assessment process.</p>
24 March 2020	<ul style="list-style-type: none"> <li>• Proposed changes to charges for non -</li> </ul>	Helen Winfield, Head of Community Financial Support	The Council has the right to charge for adult social care and support under the

	<p>residential services (pre-decision scrutiny)</p> <ul style="list-style-type: none"> <li>• Better Care Fund - update on publication of national guidance.</li> <li>• Emergency Planning Response (exempt)</li> </ul>	<p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	<p>Care Act 2014 for people who request the Council arrange their care and support.</p>
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**Potential Future Items: -**

- Youth Violence Scrutiny Review – Cllr Ahmed to brief panel on key findings and recommendations.
- Invite David Jamieson or representative of Police and Crime Commissioner to brief panel
- Local Account 2018-2019 - Louise Haughton, Principal Social Worker- date tbc

**Children, Young People and Families Scrutiny Panel**

The Panel will have responsibility for scrutiny functions as they relate to: -

Children in need/child protection, Looked after children, Early help 0-5, Early help 5-18, Youth offending, Children's commissioning, School planning and resources and Standards and vulnerable pupils.

<b>Date of Meeting</b>	<b>Item Description</b>	<b>Lead Report Author</b>	<b>Notes</b>
25 September 2019	Cabinet Member Briefing - Cllr John Reynolds		
	SEND Self – Evaluation	Adrian Leach Head of Special Educational Needs and Disability	
	Early Years Update – Outcome of Peer Review	Amanda Newbold, Senior School Improvement Advisor	
	Children's Social Work Health check	Louise Haughton, Principal Social Worker	
	Children's Workforce Health Check 2019	Louise Haughton, Principal Social Worker	
15 October 2019	Children & Young People Positive Engagement Strategy (pre-decision scrutiny)	Andrew Wolverson, Head of Service People	
	Transforming Children's Services Programme	Andrew Wolverson, Head of Service People	

	Cabinet Member Briefing – Cllr Michael Hardacre		
	Headstart Sustainability (tbc)	Ann Beach, Programme Manager	
27 November 2019	Children’s Social Care Self- Evaluation Refresh 2019/20	Louise Haughton, Principal Social Worker	Briefing on a review of children and adults safeguarding arrangements in line with guidance set out in Working Together 2018.
	Draft Budget and Medium- Term Financial Strategy 2020 -2021	Claire Nye, Director of Finance	
	School Organisation Review - Primary and Secondary School	Bill Hague, Head of School Organisation	
	Wolverhampton Multi- Agency Safeguarding Arrangements	Dawn Williams, Head of Safeguarding	
22 January 2020	Culture of Belonging (school exclusions)	Robert Hart, Head of Service Inclusion Support	
	Update on alternative education provision and Pupil Referral Units	Adrian Leach Head of Special Educational Needs and Disability	
	Unregistered independent schools and out of school settings	Amanda Newbold, Senior School Improvement Advisor, and Dawn Williams (Head of Safeguarding) Mark Heywood,	

		Headteacher, The Royal – to be invited as a witness	
18 March 2020	Review of Early Intervention and Prevention	Alison Montgomery, Head of Strengthening Families People	
	School Improvement Report Annual Plan	Amanda Newbold, Senior School Improvement Advisor	

**Potential Future Items: -**

- 1. Apprenticeship and youth unemployment – Angela McKeever
- 2. Supporting unaccompanied asylum-seeking children briefing paper – Alison Hind

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# Forward Plan of Key Decisions

Agenda Item No: 9

Date: 2 September 2019

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## The Forward Plan

This document sets out known 'key decisions' that will be taken by the Cabinet or one of the Cabinet Panels (the Executive) over the coming months.

Forthcoming decisions are published online to meet the statutory 28 day rule for each meeting of the Executive. Where it has not been possible to meet the 28 day rule for publication of notice of a key decision or an intention to meet in private, the relevant notices will be published as required by legislation as soon as possible.

### What is a key decision?

A key decision is an Executive decision which is likely:

- to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates (in Wolverhampton, this is defined as expenditure or savings **in excess of £250,000**), and/or
- to be significant in terms of its effects on communities living or working in an area comprising **two or more wards** in the area of the local authority.

The report relating to a decision, together with any other documents being considered, will be available five clear days before the decision is to be taken (unless the documentation contains exempt information). Copies are available on the Council's website or can be requested from Democratic Services.

The forward plan also provides notice of when the Cabinet may decide to exclude the press and public during consideration of a particular matter due to the potential for disclosure of confidential or exempt information. The grounds upon which local authorities can exclude the press and public are specified by law, details of the exempt categories are available on request from Democratic Services.

Councillors or members of the public wishing to:

- make a representation about why a matter should be heard in public, or
- submit information to the decision-making body about an item in the forward plan, or
- request details of relevant documents, or
- seek advice about the Council's decision-making arrangements,

should contact the Democratic Services team:

Email: [democratic.services@wolverhampton.gov.uk](mailto:democratic.services@wolverhampton.gov.uk)

Telephone: 01902 555061

Address: Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

## Forthcoming key decisions

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>Corporate</b>					
<b>Working Hours Policy</b> To approve amendments to the working hours policy.	All Wards	Cabinet (Resources) Panel 3 Sep 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
<b>Smart Working Policy</b> To approve the introduction of a new Smart Working Policy to support employees to work from other suitable locations where possible.	All Wards	Cabinet (Resources) Panel 3 Sep 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
<b>Travel and Subsidy Policy</b> To approve changes to current travel and subsidy guidance.	All Wards	Cabinet (Resources) Panel 3 Sep 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
<b>Information Governance Quarter One Performance Report 2019-2020</b> To receive the quarterly update on Information Governance Performance for Quarter 1 2019-2020.	All Wards	Cabinet (Performance Management) Panel 16 Sep 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>Fees and Charges Review 2020-2021</b> To approve the recommended fees and charges levied by the Council, to take effect from 1 November 2019 (or as soon as possible thereafter).	All Wards	Cabinet (Resources) Panel 1 Oct 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<b>Treasury Management Activity Monitoring- Mid Year Review 2019-2020</b> To approve the Treasury Management Activity Monitoring- Mid Year Review 2019-2020.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<b>Capital Programme 2019-2020 to 2023-2024 Quarter Two Review</b> To approve the Capital Programme 2019-2020 to 2023-2024 Quarter Two Review.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<b>Information Governance Quarter Two Performance Report 2019-2020</b> To receive the quarterly update on Information Governance Performance for Quarter 2 2019-2020.	All Wards	Cabinet (Performance Management) Panel 16 Dec 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Capital Programme 2019-2020 to 2023-2024 Quarter Three Review and 2020-2021 to 2024-2025 Budget Strategy</b> To approve the Capital Programme 2019-2020 to 2023-2024 Quarter Three Review and 2020-2021 to 2024-2025 Budget Strategy.</p>	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<p><b>Treasury Management Strategy 2020-2021</b> To approve the Treasury Management Strategy 2020-2021.</p>	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<p><b>Treasury Management Activity Monitoring Quarter Three 2019-2020</b> To approve the Treasury Management Activity Monitoring Quarter Three 2019-2020.</p>	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<b>Education</b>					
<p><b>Realignment of School Organisation Budgets</b> To approve the widening of the scope for use of existing Capital budgets.</p>	All Wards	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills	Bill Hague Head of School Planning and Resources Tel: 01902 556943

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>School Admission Arrangements 2021-2022</b> To approve the schemes for co-ordinated school admission arrangements for secondary, primary, community and voluntary controlled schools for 2021-2022.	All Wards	Cabinet 19 Feb 2020	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	David Kirby Service Manager School Places and Transport
<b>Children's Services</b>					
<b>Proposed Consultation on Short Breaks Services for Disabled Children and Young People</b> To approve a consultation on the proposed model of community short breaks services to be operational from 1 September 2020.	All Wards	Cabinet 16 Oct 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Ranjit Khullar Commissioning Officer
<b>Positive Engagement Strategy</b> To approve the Positive Engagement Strategy to provide a coordinated approach to opportunities for children and young people to engage positively.	All Wards	Cabinet 13 Nov 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Kush Patel Commissioning Officer
<b>Wolverhampton Safeguarding Boards Annual Report</b> To receive the Wolverhampton Safeguarding Boards Annual Report.	All Wards	Cabinet 13 Nov 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Victoria Bowles Senior Social Work Manager (DCYP)

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>HeadStart Sustainability</b> To approve the recommendations for sustaining part or all of HeadStart Phase 3 following an evaluation process and sustainability consultation with stakeholders.	All Wards	Cabinet 13 Nov 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Ann Beach Programme Manager
<b>Public Health</b>					
<b>Rewriting the Narrative for Vulnerable Young People in Wolverhampton</b> To receive a report from the Scrutiny Review into Violent Crime.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Julia Cleary Systems and Scrutiny Manager Tel: 01902 555046
<b>Joint Cabinet Member Reports</b>					
<b>Review of Children and Young People's short breaks and carers' grant</b> To approve the findings of and recommendations for the review carried out between October and December 2018.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills, Councillor John C Reynolds Cabinet Member for Children and Young People	Jan Barlow Commissioning Officer

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>Wolverhampton Digital Infrastructure Strategy</b> To approve Wolverhampton's Digital Infrastructure Strategy supporting the rollout of full fibre broadband and wireless connectivity including 5G.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Ian Brookfield Leader of the Council, Councillor Harman Banger Cabinet Member for City Economy	Charlotte Johns Head of Strategy Tel: 01902 555614
<b>Commercial</b>					
<b>3 September 2019 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 3 Sep 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson Head of Procurement
<b>1 October 2019 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson Head of Procurement
<b>The Future of the Council School's Catering Service</b> To confirm the future of school catering.	All Wards	Cabinet 16 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Chris East Head of Service - Facilities
<b>5 November 2019 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson Head of Procurement

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>3 December 2019 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson Head of Procurement
<b>14 January 2020 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 14 Jan 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Jessica Prince Procurement Manager
<b>4 February 2020 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 4 Feb 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Jessica Prince Procurement Manager
<b>Community Asset Transfer: Policy and Strategy Review</b> To approve an updated Community Asset Transfer Strategy.	All Wards	Cabinet 19 Feb 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
<b>3 March 2020 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Jessica Prince Procurement Manager
<b>31 March 2020 - Procurement - Award of Contracts for Works, Goods and Services</b> To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Jessica Prince Procurement Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>City Environment</b>					
<b>Fleet Replacement Programme</b> To approve the replacement of existing older vehicles.	All Wards	Cabinet 11 Sep 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Steve Woodward Head of Environmental Services
<b>Tree and Woodland Strategy</b> To approve the Tree and Woodland Strategy for the City of Wolverhampton.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Ric Bravery Strategic Health Lead (City Planning)
<b>Housing</b>					
<b>Disposal of former Housing Revenue Account (HRA) garage sites and land</b> To approve the disposal of former garage sites and land at auction.	Wednesfield North	Cabinet (Resources) Panel 3 Sep 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Steve North Commercial and Development Manager Tel: 01902 555782
<b>Sale of sites to WV Living - former site of Parkfields School</b> To consider the future of the Parkfields School site.	Spring Vale	Cabinet (Resources) Panel 3 Sep 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Sale of sites to WV Living- former site of St Luke's Primary School, Goldthorn Road, Wolverhampton</b> To approve the sale of land at former site of St Luke's Primary School, Goldthorn Road, Wolverhampton.</p>	Blakenhall	Cabinet (Resources) Panel 3 Sep 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
<p><b>Relocation of the Youth Offending Team</b> To approve the relocation of the Youth Offending Team from Beckminster House to Merridale Fire Station Office.</p>	All Wards	Cabinet 11 Sep 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
<p><b>Housing Managing Agents Performance Monitoring Report April 2019 to June 2019</b> To receive the Housing Managing Agents Performance Monitoring Report April 2019 to June 2019.</p>	All Wards	Cabinet (Performance Management) Panel 16 Sep 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
<p><b>Empty Homes Policy and Strategy Action Plan 2019-2024</b> To approve the new Empty Homes Policy and Strategy Action Plan 2019 - 2024.</p>	All Wards	Cabinet (Resources) Panel 1 Oct 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Helen Scullard Service Support Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Acquisition of Privately-Owned Empty Property by Agreement or Compulsory Purchase: 1 Clarendon Street, Wolverhampton. WV3 9PP.</b></p> <p>To approve the acquisition of Privately-Owned Empty Property by Agreement or Compulsory Purchase: 1 Clarendon Street, Wolverhampton. WV3 9PP.</p>	Park	Cabinet (Resources) Panel 1 Oct 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Richard Long Housing Improvement Officer
<p><b>Showell Road Gypsy and Traveller Site Management</b></p> <p>To approve new arrangements for the management of the Showell Road Gypsy and Traveller Site.</p>	Bushbury South and Low Hill	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
<p><b>Sale of land to WV Living - Daisy Bank, Ash Street, Wolverhampton</b></p> <p>To approve the sale of a parcel of land to WV Living for redevelopment.</p>	Bilston East	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
<p><b>The City Housing Strategy 2019-2024</b></p> <p>To approve a new city, cross tenure housing strategy.</p>	All Wards	Cabinet 16 Oct 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
<p><b>WV Living Programme</b></p> <p>To approve the addition of various sites into the WV Living programme.</p>	All Wards	Cabinet 16 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Citywide Housing Revenue Account Investment Programme - Leaseholder Options</b> To approve the offer of options to leaseholders affected by significant leaseholder charges arising from extensive investment works to Housing Revenue Account properties.</p>	<p>Bilston North; Bushbury North; Ettingshall; Graiseley; Heath Town; Merry Hill; Park; St Peter's; Wednesfield South</p>	<p>Cabinet 16 Oct 2019</p>	<p>Fully Exempt</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Karen Beasley Housing Development Project Manager Tel: 01902 554893</p>
<p><b>Corporate Asset Management Fund 2019 - 2024</b> To approve the Corporate Asset Management Fund budget request 2019 – 2024.</p>	<p>All Wards</p>	<p>Cabinet 16 Oct 2019</p>	<p>Fully Exempt</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Julia Nock Head of Assets Tel: 01902 550316</p>
<p><b>Disposal of land at Langley Road, Whitburn Close, Vicarage Road and Warstones Drive.</b> To approve the disposal of the land at Langley Road, Whitburn Close, Vicarage Road and Warstones Drive to WV Living for residential development.</p>	<p>Heath Town; Merry Hill; Oxley</p>	<p>Cabinet (Resources) Panel 5 Nov 2019</p>	<p>Fully Exempt</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Karen Beasley Housing Development Project Manager Tel: 01902 554893</p>
<p><b>Consultation on Draft Affordable Housing Supplementary Planning Document</b> To approve the draft Affordable Housing Supplementary Planning Document for public consultation.</p>	<p>All Wards</p>	<p>Cabinet 13 Nov 2019</p>	<p>Open</p>	<p>Councillor Harman Banger Cabinet Member for City Economy</p>	<p>Michele Ross Senior Planning Officer Tel: 01902 554038</p>

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Introduction of Additional and Selective Licensing of privately rented properties in Wolverhampton</b> To approve the proposed consultation for the introduction of private rented property licensing.</p>	All Wards	Cabinet 13 Nov 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
<p><b>Acquisition of shared ownership and affordable rent units- The Marches</b> To approve the purchase of shared ownership and affordable rent properties at The Marches by the Council from WV Living. To approve any grant funding application to support the acquisition of shared Ownership and affordable units as appropriate.</p>	Wednesfield South	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Robert Ball Housing Development Project Manager
<p><b>Private Housing Strategy 2019-2024</b> To approve the Private Homes Strategy 2019-2024.</p>	All Wards	Cabinet 4 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
<p><b>Tenant Management Organisation Policy</b> To approve a policy outlining the Council's commitment to enable tenants to exercise statutory right to manage stock, how the City supports and regulates Tenant Management Organisations.</p>	All Wards	Cabinet 4 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Lead Housing Strategy

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<b>Private Housing Enforcement Policy 2019</b> To approve the Private Homes Enforcement Policy 2019.	All Wards	Cabinet 22 Jan 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
<b>Allocations Policy Review</b> To approve amendments to the Allocations Policy for Council housing to ensure it remains fit for purpose, making best use of stock and addressing housing need within the City.	All Wards	Cabinet 22 Jan 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development Tel: 01902 555159
<b>Regeneration</b>					
<b>Wolverhampton City Centre Business Improvement District (BID)</b> To approve City of Wolverhampton Council's vote for the next round of the BID Ballot in respect of the hereditaments in the Council's ownership.	Blakenhall; Graiseley; Heath Town; Park; St Peter's	Cabinet 11 Sep 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Isobel Woods Head of Enterprise
<b>i54 / Western Extension - Phase 2 budget approval</b> To approve budgets and legal agreements to commence Phase 2 works on the i54 / Western Extension.	All Wards	Cabinet 11 Sep 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>Bilston Urban Village - Long Term Land Management arrangements</b> To approve a fully funded budget to meet the costs of an endowment to the Land Trust for the long-term management of open space land at Bilston Urban Village; and to approve the signing of a 125 lease and funding agreement following previous approvals to heads of terms.</p>	Bilston East	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Simon Lucas Development and Regeneration Surveyor/Officer
<p><b>City East Gateway - A454 Willenhall Road Phase 3</b> To approve the next phase of the Willenhall Road scheme development proposals and seek authority to consult the public.</p>	East Park	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page Service Lead - Transportation Strategy Tel: 01902 551798
<p><b>Southside Regeneration strategy update</b> To approve the update on the Southside Regeneration Strategy.</p>	St Peter's	Cabinet (Resources) Panel 1 Oct 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development Tel: 01902 551262
<p><b>Future Operating Model for Civic Halls</b> To consider options for the future running of City Centre venue.</p>	St Peter's	Cabinet 16 Oct 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Jane Dixon Commercial Manager

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p><b>External Funding Update 2019-2020</b> To provide an update on external funding bids and seek necessary approvals for externally funded bids.</p>	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Open	Councillor Steve Evans Cabinet Member for City Environment	Heather Clark Service Development Manager Tel: 01902 555614
<p><b>City East Gateway - A454 Willenhall Road Phase 1 and 2 Progress Report</b> To receive a progress report on City East Gateway - A454 Willenhall Road Phase 1 and 2.</p>	East Park; Heath Town	Cabinet (Resources) Panel 5 Nov 2019	Open	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page Service Lead - Transportation Strategy Tel: 01902 551798
<p><b>Former Sainsbury's St George's site</b> To approve the strategy for the future of the site including the lease with Sainsbury's, the Church Commissioners' Covenants and the disposal of land.</p>	St Peter's	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development Tel: 01902 551262
<p><b>Black Country Plan Draft for Consultation</b> To approve public consultation on the Draft Plan version of the Black Country Plan.</p>	All Wards	Cabinet 22 Apr 2020	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038

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