

Scrutiny Board

29 October 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
Address Democratic Services, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

Website <http://wolverhampton.moderngov.co.uk/>
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Agenda

Item No. Title

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting** (Pages 5 - 10)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**

CALL-IN ITEM

- 5 **Call-in: Future Operating Model for Civic Halls** (Pages 11 - 14)
- 6 **Exclusion of the press and public**
[To pass the following resolution:

That in accordance with Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business (Future Operating Model for Civic Halls) as it involves the likely disclosure of exempt information under Schedule 12A of the Local Government Act 1972 (as amended), Part 1, Paragraph 3: *Information relating to the financial or business affairs of any particular person (including the authority holding that information).*]

EXEMPT ITEM, CLOSED TO PRESS AND PUBLIC

- 7 **Future Operating Model for Civic Halls** (Pages 15 - 38)

DISCUSSION ITEMS

ITEMS OPEN TO THE PRESS AND PUBLIC

- 8 **Rewriting the Narrative - Scrutiny Review into Youth Violent Crime**
[Report will be sent to follow]
- 9 **Annual Scrutiny Review** (Pages 39 - 48)
- 10 **Quarter 1 Social Care, Public Health and Corporate Complaints Report** (Pages 49 - 70)
- 11 **Updates from the chairs of the scrutiny panels**

[To receive updates from the chairs of the Scrutiny Panels:

- Stronger City Economy Scrutiny Panel
- Vibrant and Sustainable City Scrutiny Panel
- Health Scrutiny Panel
- Our Council Scrutiny Panel
- Adults and Safer City Scrutiny Panel
- Children, Young People and Families Scrutiny Panel

12 **Work programme** (Pages 71 - 88)

[To consider the Board's work programme for future meetings.]

13 **Forward Plan of Key Decisions** (Pages 89 - 106)

[To consider if there are any items on the forward plan for pre-decision scrutiny.]

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Attendance

Members of the Scrutiny Board

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

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 and Cllr Phil Bateman.
- 2 **Declarations of interest**
There were no declarations of interest.
- 3 **Minutes of the previous meeting**
Resolved:
 That the minutes of the meeting be approved as a correct record and signed by the Chair.
- 4 **Matters arising**

Reference was made to page 4 of the minutes where it was confirmed that the asbestos had been removed as part of the first phase of the project and that payment had been made to the contractor for completion of this work.

Concerns were expressed by Cllr Thompson that this might not be the case and a query was raised as to whether the appropriate certificates had been issued. A request was made for some additional information to clarify the situation.

The Chief Executive responded he was unaware of this claim and confirmed that he would look into the concerns raised and report back to councillors.

The Board considered that if there were ongoing issues regarding the required certificates, that these should be reported to a future meeting of the Board.

Resolved: That the Chief Executive look into the concerns raised by the Board and report back to the Board with the findings.

5 Annual Social Care, Public Health and Corporate Complaints Report

The Board welcomed Cllr Sandra Samuels, Cabinet Member for Governance and Sarah Campbell, Customer Engagement Manager.

Scrutiny Board received a report requesting it to review complaints management and performance for the period 1 April 2018 to 31 March 2019.

The report provided 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.

The Customer Engagement Manager presented the report and highlighted specific areas of interest. It was stated that there had been an increase in the number of complaints about waste management, which reflected the changes in refuse service and policy. It was stated that by working closely with the service area, the customer services department had been able to resolve many potential complaints prior to them entering the formal complaints process.

Children and Young People had received 70 complaints which was a decrease of 22% on the previous year and the team would always try to resolve any issues in the first instance before moving to stage 1.

There were 74 complaints for Adult Social Care and Public Health which was a decrease of 9% on the previous year.

It was noted that the Ombudsman annual report recorded nineteen complaints out of which nine were upheld. This was an upheld rate of 47% and was up 3% on the previous year; the national average was over 60% for upheld complaints.

The Board queried whether timescales between each complaint stage were being met and it was confirmed that they were in the majority of cases and where this was not possible the customer was kept informed. Breaches were minimal, and the Council was hitting 95% of the timescales.

The Board considered that it might be useful to include some additional contextual information regarding departments and service areas where no complaints had been received. It was also requested that in future reports, information be provided in relation to upheld complaints and follow up action that had been taken. This would include areas where there had been a breach in confidentiality.

The Board agreed that the Council should be proud of the report and the work of the officers

Resolved:

1. That the Statutory Complaints Activity for Children's Services, Adult Services and Public Health, as listed in section 1 of the report be noted.

2. That all the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report be noted.

3. That future reports include additional contextual information regarding departments and service areas where no complaints have been received.

4. That future reports include information in relation to upheld complaints and any follow up action taken. This would include areas where there had been a breach in confidentiality.

6 **Update on Brexit Preparations**

The Board received a presentation from the Head of Governance and designated Brexit lead regarding the Council's preparations for Brexit.

The Board agreed that there was clearly a huge amount of work going on and queried how the risks were being communicated to the public so as to not create panic.

The question was raised as to whether the issues were similar to and being addressed in a similar manner by most authorities; it was confirmed that yes this would be the case in most areas.

Some Board members considered that the Council should be basing preparations on a worst-case scenario and that an audit of risk was required with the appropriate resources allocated to achieve this.

It was stated that the information provided highlighted just a fraction of the work that was going on and had been going on for some time and that preparations had accelerated given a hardening of the government's position.

The Board noted that there were many cross-cutting issues that would required coordination. It was explained that the Resilience Team was working to aggregate these areas and draw the strands together. This would then feed into the oversight group.

The Board queried whether the Council would be able to respond and react quickly if required to do so. The Chief Executive stated that this was why the Council retained reserves within the organisation and that the Section 151 Officer and her colleagues had made provision for certain eventualities. It was agreed that the pace of response was vital and issues such as how to get food to people who most needed it were high priority. The Council was currently working with the relevant people and organisations to address these issues and talking to other organisations about the provision of quick short-term funding support for small businesses.

The Board considered the importance of communications and the issues that may arise around food and medicine. It was considered important that the communications systems in place at the Council be robust and that it be made clear to the public how and when they should seek to contact the Council. The Council needed to ensure that plans were in place to provide enough staff to deal with public enquiries.

The Board queried whether the issues referred to in the presentation could be prioritised and it was confirmed that this could be done and that information from a number of working groups could help to inform this.

The Board expressed concern regarding the potential shortage of prescription drugs for long term illnesses.

The Director for Public Health stated that health was a key partner who the Council were in direct and constant contact with and that checks were being carried out to confirm what we had and what systems were in place.

In relation to the supply of medicine, equipment and staff the Director for Public Health explained that the NHS provided oversight on this. It was thought that the greater concern was not the supply of medicines but the perception of the supply of medicines. It was not so much about protecting the supply but about managing the message and the public perception.

The Board queried what work was being carried out by the Local Resilience Forum and how robust their plans were. It was stated that in the run up to March, there had been two exercises across the region based on a worst case scenario. This had included weekly conference calls at a strategic and tactical level and direct links to Ministry of Housing, Communities and Local Government, which had a division to deal with resilience issues. The Council had been stood down about May/June, but things were now starting up again.

The Board questioned the financial implications and impacts that some of the issues raised would have. The Chief Executive stated that some of these financial inflationary factors would arise regardless of Brexit and that risks associated with these were already factored in. It was stated that in any event the Council would consider all of the intelligence available to it and factor this into any financial plans and ensure that appropriate provision was made following a comprehensive risk assessment. The main issue with Brexit was one of scale and this was as yet unknown, but it was confirmed that each part of the organisation had a resilience plan and that this had been taken into account.

The Board considered how best councillors could assist in the planning and it was thought that the real impact from councillors would be in the communication of plans and arrangements to constituents and in engaging community groups, so they could help out as well. The role of councillors would be to signpost their constituents and provide a balanced and factual line of communication.

Resolved: That a communications plan be drawn up to consider the involvement of councillors in Brexit preparations and that this be brought back to Scrutiny Board when appropriate.

7

Surface Water Flooding Scrutiny Review Update

The Director for Public Health introduced a briefing note providing 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.

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.

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.

The Director for Public Health stated that in many cases the responsibility was not to respond to an incident as this was more often the responsibility of the emergency services; but to ensure that we responded appropriately. This was something that was embedded within the resilience team, which had been working with the emergency services to develop a more visible, local response.

It was confirmed that training had been carried out with duty directors and the 24 hour contact centre staff and that to date the service appeared seamless and was doing well. The plan was now to look to shrink down the number of duty managers and this was detailed in section 3.1 and 3.2 of the Briefing Note.

It was noted that there was also a resilience group being formed across the Black Country to share expertise and that training and development sessions were to be carried out for staff and councillors.

The Board considered that there had been a lot of good work on the review and that communication channels had greatly improved along with some prevention work (clearing of gulleys). One concern remained and that was the capacity of the old Victorian pipes to contain the flood water and it was agreed that this be picked up with Severn Trent Water.

The Board raised the issue of drop curves and having paving instead of grass in front gardens and queried whether areas such as flooding should be looked at when these alterations were applied for.

The Director for Public Health considered that this was a matter of communication and building relationships to mutually solve issues and he suggested his team go away and work on this and bring a report back to Board

Resolved: That a report be brought to a future meeting in relation to communicating issues to the public relating to drop curbs and the paving of front gardens.

8 **Work Programme**

Resolved: That the work programme be noted.

9 **Forward Plan of Key Decisions**

Resolved: That for Forward plan of Key decision be noted.

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CITY OF WOLVERHAMPTON COUNCIL	Scrutiny Board Agenda Item No: 5 29 October 2019
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Report title	Call-In Regarding Future Operating Model for Civic Halls	
Cabinet member with lead responsibility	Councillor Harman Banger City Economy	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable Director	Tim Johnson, Chief Executive	
Originating service	City Development	
Accountable employee	Richard Lawrence Tel Email	Director of Regeneration 01902 555533 richard.lawrence@wolverhampton.gov.uk

Recommendation(s) for decision:

The Scrutiny Board, following consideration of the called-in decision and supporting information, including any oral or written comments from both appropriate cabinet member(s), the lead call-in member and senior manager(s) will resolve to either:

- Note the decision, which can then be implemented immediately;
- Ask the Cabinet or Cabinet Panel to reconsider the decision (a decision can only be reconsidered once);
- Refer the decision to the Council's next meeting to see if it wishes the decision to be reconsidered.

1.0 Purpose

- 1.1 To consider the decision of Cabinet made at its meeting on 16 October 2019 in relation to the future operating model for civic halls.

2.0 Background

- 2.1 At the meeting of the Cabinet on 16 October 2019 consideration was given to a report on the future operating model for civic halls.
- 2.2 Cabinet resolved:
1. That option three be approved: that following a robust commercial appraisal of the possible operating models to run the Civic Halls, an external operator under an operating lease agreement be progressed as the preferred option, the procurement process would include a request for a profit share agreement.
 2. That the commencement of a competitive dialogue process be approved to progress the preferred option.
 3. That the appointment of external advisors to work with City of Wolverhampton Council be approved to progress the preferred option.
 4. That it be agreed to receive a further report with a full business case, when details of the procurement outcomes are known.

3.0 Options

- 3.1 Scrutiny Board may either:
- a) Note the decision, which can then be implemented immediately;
 - b) Ask the Cabinet or Cabinet Panel to reconsider the decision (a decision can only be reconsidered once);
 - c) Refer the decision to the Council's next meeting to see if it wishes the decision to be reconsidered.

4.0 Financial implications

- 4.1 There are no financial implications directly linked to this report.
- [HM/21102019/J]

5.0 Legal implications

- 5.1 There are no legal implications directly linked to this report, relevant legal implications will be included in the initial report.
- [AS/18102019/A].

6.0 Equalities implications

- 6.1 There are no equality implications directly linked to this report.

7.0 Environmental implications

7.1 There are no environmental implications directly linked to this report.

8.0 Health and Wellbeing Implications

8.1 There are no health and wellbeing implications directly linked to this report.

9.0 Human resources implications

9.1 There are no human resource implications directly linked to this report.

10.0 Corporate landlord implications

10.1 There are no corporate landlord implications directly linked to this report.

11.0 Schedule of background papers

12.1 Report to Cabinet on 16 October 2019: Future Operating Model for Civic Halls.

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CITY OF WOLVERHAMPTON COUNCIL	Meeting of the City Council 6 November 2019
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Report title	Annual Scrutiny Report	
Referring body	Scrutiny Board, 29 October 2019	
Councillor to present report	Councillor Paul Sweet	
Cabinet member with lead responsibility	Councillor Sandra Samuels Cabinet Member for Governance	
Wards affected	All Wards	
Accountable Director	Mark Taylor, Deputy Managing Director	
Originating service	Governance	
Accountable employee(s)	Julia Cleary Tel: Email:	Scrutiny and Systems Manager 01902 555046 Julia.Cleary@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board Scrutiny Board	27 August 2019 29 October 2019

Recommendation for decision:

The Council is recommended to:

1. Receive the Annual Scrutiny Review

1.0 Purpose

- 1.1 The Annual Review highlights some of the key achievements of the Scrutiny function over the 2018-2019 municipal year including details of the progress and outcomes from a selection of Panel meetings and Reviews.
- 1.2 The report also highlights upcoming items and developments in the scrutiny function and calendar.

2.0 Background

- 2.1 On 29 October 2019 Scrutiny Board considered the Annual Scrutiny Report.
- 2.2 Copies of the report have been supplied to Councillors and can also be accessed online on the Council's website [here](#).
- 2.3 Scrutiny Board recommended to Council that it:
 - 1. Receive the Annual Scrutiny Report.

3.0 Scrutiny

- 3.1 Scrutiny is a vital component of good governance and the work carried out by Councillors through scrutiny this year has been invaluable in influencing policy. This has been through representing the concerns and interests of the public and by providing challenge to the Cabinet. Scrutiny also undertakes reviews of partners working with the Council through detailed and critical analysis of their annual plans and reports. The Board and all the Panels undertook thorough scrutiny of the budget savings proposals.
- 3.2 Wolverhampton operates a model similar to that used by most unitary councils across England. The Scrutiny Board provides the overall co-ordination of the work programme with the six Panels focussing on key areas of priority. This is also supplemented by a series of reviews into key issues.
- 3.3 The Scrutiny Board and six Panels have been involved in both pre-decision, policy development and post decision scrutiny throughout the year.

4.0 Good scrutiny

- 4.1 Good scrutiny tackles issues of direct relevance to local people and issues where, through the unique perspective of Councillors, it can add the most value. Scrutiny is about talking to a wide range of people, drawing them together and building consensus. It is also about challenging the accepted ways of doing things and acting as a champion for developing a culture of improvement in the local area.

4.2 When deciding whether an item should be considered by scrutiny the following questions should be asked:

- Is it an issue of concern to partners, local residents, local communities or the City of Wolverhampton Council?
- How can scrutiny add value? How will outcomes be improved as a result of scrutiny activity?
- Will scrutiny work be duplicating work being done elsewhere?

5.0 Financial implications

5.1 There are no financial implications associated with the recommendation here as Councillors are being requested to review the annual scrutiny report. Any financial implications associated with scrutiny processes through the year are incorporated in reports taken to the Scrutiny Board and pPanels. The on-going scrutiny function developments are being implemented utilising existing resources within the Scrutiny Team. [GE/21102019/S]

6.0 Legal implications

6.1 This report provides an overview of the scrutiny which has taken place during 2017-2018 and future plans for the on-going improvement and development of the service. For legal implications, specific to each project please refer to the reports taken to Scrutiny Board and Panels during the year. [TC/21102019/P]

7.0 Equalities implications

7.1 In scrutinising issues, the members of the Board, Panel or group are required to consider the need to eliminate discrimination, advance equality of opportunity and foster good relations between different groups of people in order to meet the requirements of the Equality Act 2010.

7.2 For equalities implications relating to each issue considered, please refer to the reports taken to Scrutiny Board and panels during the year.

8.0 Environmental implications

8.1 There are no environmental implications arising from the recommendations in this report.

9.0 Human resources implications

9.1 There are no human resources implications arising from the recommendations in this report.

10.0 Corporate landlord implications

10.1 There are no corporate landlord implications arising from the recommendations in this report.

11.0 Schedule of background papers

11.1 Copies of all agendas and minutes for scrutiny panel meetings can be found [here](#).

SCRUTINY

Annual Review 2019

A Year in Scrutiny 2018/2019

The main aim of the council's Scrutiny function is, quite simply, to make recommendations that improve the daily lives of people who live, work or visit Wolverhampton. This is a simple ambition but challenging to deliver. We cannot seek to improve people's lives until we identify their priorities. Our starting point is to reach out and communicate effectively with the public and local organisations. This will make Scrutiny and the democratic process more accessible and relevant. We have produced a number of short videos that can be viewed by clicking on the links in this report which are aimed at helping local people connect with our work.

Scrutiny has successfully delivered several effective reviews this year. These have included topics ranging from fire safety, violent crime, parking outside schools and mental health services. The work of all these groups has been enhanced by the inclusion of external witnesses, organisations and service users.

Reaching out for evidence outside the council breathes fresh life into the work of Scrutiny. By listening to a diverse range of views and perspectives, knowledge and understanding about an issue can be greatly enhanced. This approach certainly improves and strengthens any final recommendations to

Cabinet, making them more robust and more likely to succeed.

This year, the Scrutiny team has worked closely with Wolverhampton Youth Council to hold mini-Scrutiny reviews in subjects voted for by their members. Last year we held reviews on work experience, mental health and transport.

The new leader of the council, Cllr Ian Brookfield, has made the strengthening Scrutiny an important priority, enabling all councillors to have a role in developing policy and scrutinising performance.

I look forward to seeing it go from strength to strength in 2019 and beyond.



Cllr Stephen Simkins
Chair of Scrutiny Board, 2018-19

Stronger City Economy

(Chair: Cllr Jacqueline Sweetman)

Work undertaken by the Stronger City Economy Scrutiny Panel this year has included an excellent item reviewing the progress that has been made since the review on apprenticeships. This was a good example of monitoring the progress of recommendations and involved a variety of different witnesses. There was a very well received item on enabling a vibrant city centre and a new opportunity to hear from and question the cabinet member, Cllr John Reynolds.

The panel also considered a report on innovation, which involved inviting external witnesses to provide evidence. The discussion highlighted the importance of having the right facilities and premises available locally at an affordable cost and the importance and value of the council engaging local businesses. The work that the business engagement team had completed was seen to have had a valuable impact on the local economy and it was thought there was much to learn from their work.

Our Council

(Chair: Cllr Paula Brookfield)

Highlights from the Our Council Scrutiny Panel include the proposed future customer service operating model and performance of the service. This includes their approach to managing the high volume of customer service contacts the council receives. The panel will continue to receive regular updates on performance of this service and continue to monitor progress in responding to issues raised by the public.

The panel also considered the improvements being carried out by Digital Print Solutions (DPS), the performance of the service as well as plans for its future. The panel made a recommendation to improve rest room facilities following a tour of the print facility. A request

was also made to receive a future report on plans to develop commercial opportunities outside the council and putting in place mechanisms to ensure all print requirements are directed to the internal DPS team before consideration is given to using an outside contractor.

Children, Young People & Families

(Chair: Cllr Rita Potter, previous Chair: Cllr Peter O'Neill)

The issue of elective home education sparked a great deal of debate at the meeting of the panel in June. The panel considered the current arrangements for monitoring children being home educated and the government consultation which proposed a number of changes. Consideration of this issue at a previous meeting resulted in a letter being sent to the local MP, raising concerns about the current policy. The panel will continue to monitor the government review, as there are still ongoing concerns about the current arrangements.

Adults and Safer City

(Chair: Cllr Val Evans, previous Chair: Cllr Linda Leach)

The panel considered and commented on the draft Serious Violence and Exploitation Strategy before it was presented to the Safer Wolverhampton Partnership Board meeting for approval. The panel welcomed the amount of support for shared priorities detailed in the strategy among the different agencies. There was discussion around the important role of schools.

The new strategy has close links with the soon to be published scrutiny review into youth violent crime. The strategy recognises the lines between crime types are becoming increasingly blurred and crimes that were previously dealt with separately are now to be addressed by a more joined-up strategy.

There will be joint ownership and governance of the strategy from the Safer Wolverhampton Partnership (SWP) and the Adults and Children's Safeguarding Boards. The review group is in favour of this approach. It welcomes the opportunity to work with the SWP and Safeguarding Boards in future, to help shape and promote the operational governance review and to monitor the delivery plan and performance framework. The review will seek to underpin the ethos and philosophy of the strategy and to make recommendations that will help inform and strengthen its implementation.

The panel also considered a report and presentation about the current adult education offer in the city and possible implications for the service of the adult skills budget being devolved to the West Midlands Combined Authority. A tour of the adult education service building was arranged and panel members were able to talk to staff and students and observe a class.

Vibrant & Sustainable City

(Chair: Cllr Mak Singh, previous Chair: Cllr Martin Waite)

This year the panel received an update report following the well-received scrutiny review into parking outside schools. The panel monitored the progress and implementation of the review recommendations.

Discussions on active travel provided a good example of council employees working collaboratively across departments. Active travel was defined as having the choice of travel modes requiring physical activity for all or part of a journey in preference to motor transport. Typically, these modes are walking, wheelchair use and cycling, whether as sole methods of transport or elements of a longer journey. Increasing physical activity is a key local priority as healthy life expectancy in Wolverhampton is below the national average. The panel also carried out some excellent pre-decision scrutiny in relation to the new City Housing Strategy 2019-24, following a

presentation from the Service Manager for Private Sector Housing.

Health Scrutiny Panel

(Chair: Cllr Phil Page, previous Chair: Cllr Jasbir Jaspal)

This year the panel worked exceedingly hard to organise an additional informal meeting on the Black Country Partnership NHS Foundation Trust Draft Quality Accounts, a special panel meeting on the Royal Wolverhampton NHS Trust mortality rates and a further special meeting on processes to be followed after death. This involved helpful contributions from a range of external witnesses, including the Coroners Lead for the Black Country.

The panel considered the issue of suicide prevention, the Public Health Annual Report and an item, that was requested at the annual planning event, regarding the transition from child to adult services.

There was also in-depth engagement with the voluntary organisation, Action Hearing Loss, with the aim of helping to improve outcomes for local people.

Scrutiny Review into Fire Safety

(Chair: Cllr Greg Brackenridge)



The work of the Fire Safety Scrutiny review group continued in 2018/19. Recent

developments have included WV Living and Wolverhampton Homes now fitting sprinklers in all new build homes following a recommendation from the group. The chair of the group, Cllr Greg Brackenridge, has also been very busy presenting the findings of the review to Tenant Management Organisations (TMOs) and other groups.

New Chair for Scrutiny Board



Cllr Paul Sweet has taken on the challenging and important task of chairing the council's Scrutiny Board. Work carried out by the Board so far has included an update and review of the plan for the Civic Hall refurbishment, consultation on the all ages transport policy and cyber security. Planned items for the Board include an update from the review into the city's flood preparation and the City Council's Brexit preparation plans.

Cllr Sweet explained:

Scrutiny plays an incredibly important role in our democratic process and I'm proud to have been asked to chair the Scrutiny Board. I look forward to helping lead and shape scrutiny in our city and to building on some incredibly

important work already done by the Board under the previous Chair, Cllr Simkins. I want to pay tribute to his work and to the work and contributions of all the scrutiny panels and the officers that support them. My ambition is that our work this year will help improve the lives of every person who lives, works or visits Wolverhampton.'

Other new scrutiny chairs for 2019/20 are Cllr Rita Potter (Children, Young People and Families), Cllr Val Evans (Adults and Safer City), and Cllr Mak Singh (Vibrant and Sustainable City).

Health Scrutiny Former Mayor takes the Chair

The Health Scrutiny Panel has a new Chair, Cllr Phil Page, as well as a refreshed membership consisting of nine elected councillors and three representatives from Wolverhampton Healthwatch.

Cllr Phil Page said,

I am looking forward immensely to chairing the council's Health Scrutiny Panel throughout this municipal year. The panel, working in collaboration with our health partner organisations, will be striving to improve health outcomes for all the residents of Wolverhampton. The Health Scrutiny Panel can make a real difference to facilitating positive change throughout the city.



Visit to the Glasgow Violence Reduction Unit



As part of the scrutiny review into youth violent crime, the Chair and Vice Chair of the group visited the Scottish Violence Reduction Unit (SVRU). This was a fascinating visit and it was clear that the ethos and philosophy of the SVRU was what has driven its success. This needs to be replicated in Wolverhampton and the West Midlands.

The SVRU was given permission to experiment, to try out new ideas; failure was accepted as a possible outcome and this was not a deterrent to trying. The operating model recognised there has to be trust and a commitment to actually 'doing'. This means accepting that a violence reduction unit might, when appropriate, need to operate outside of the committee structures of local authorities, police authorities and other similar organisations.

The SVRU had no overarching strategy at the start. This was allowed to evolve over time, alongside a steady cultural change and growth in trust and communication between the SVRU and the communities it sought to help. The focus was on long term commitment. The group heard from one officer who had spent three years in a community, building relationships and trust and breaking down the

barriers that alienate and exclude young people and lead them down the pathway of violence.

The SVRU genuinely embraced and involved the people it was trying to help. Mums who had lost children to gang violence were invited to speak to young people and youngsters were asked to sign up to a 'pledge to change' scheme. This opened doors to them including job offers, places on cadet forces or volunteering schemes to meet and work with other members of the community.



The full report from the scrutiny review, *Scrutiny Review into Youth Violent Crime: Rewriting the Narrative*, will be presented to Cabinet in November 2019.



The council is currently piloting the new Scrutiny Improvement Review scheme (SIR) launched by the Centre for Public Scrutiny. The SIR is an independent evaluation and improvement programme for the scrutiny function.

The SIR is based on the new [statutory guidance](#) published by the government on overview and scrutiny in local government. At the moment councils face unprecedented

challenges: financial, demographic and political. The way ahead is uncertain but we will need to make sure scrutiny arrangements keep up with these challenges. The SIR is an evolution of a range of tried and tested tools for the evaluation and review of scrutiny, which CfPS has developed since 2003.

Ed Hammond, CfPS director of research and campaigns visited the council on 19 July 2019 and spoke to a selection of councillors, senior employees, scrutiny officers, the chief executive and the leader of the council to collect information for the review.

Mayor of the West Midlands Policy Question Time, hosted at City of Wolverhampton Council

This year, Wolverhampton hosted the West Midlands Combined Authority Overview and Scrutiny Committee Mayoral Question time on policy. The event was very successful and the webcast can be viewed [here](#).



Upcoming Highlights

Scrutiny Board

Plans for Brexit
Update on Scrutiny Review into Flood Prevention
Report from the Black Country LEP
Update from the West Midlands Combined Authority Overview & Scrutiny Committee

Our Council

Briefing on Universal Credit
Treasury Management-Annual Report 2018-2019 and Activity Monitoring Quarter One 2019-2020
Rapid Development Platform

Adults and Safer City

Blue Badge scheme
Safer Wolverhampton Partnership
Adult Education Services

Children, Young People and Families

SEND Self Evaluation
Culture of Belonging (school exclusions)
Early Intervention and Prevention

Stronger City Economy

Branding and Marketing Strategy
Apprenticeships and Wolves at Work

Vibrant and Sustainable Communities

Housing Allocations Policy
Section 106 Money
The Condition of Roads

Health

Site visit to West Park Hospital
GP waiting times
Cancer Screening
Patient Participation Groups

Useful links and documents:

- [City of Wolverhampton Council Website](#)
- [Forward Plan](#)
- [Centre for Public Scrutiny](#)
- [Statutory Guidance for Overview and Scrutiny](#)
- [City of Wolverhampton Constitution](#)
- [Minutes and Agendas](#)
- [Petitions](#)
- [Consultations](#)
- [Code of Conduct](#)



Scrutiny Board

29 October 2019

Report title	Quarter 1 Social Care, Public Health and Corporate Complaints Report	
Cabinet member with lead responsibility	Cllr Sandra Samuels, Cabinet Member for Governance	
Wards affected	All	
Accountable director	Director of Governance	
Originating service	Information Governance	
Accountable employee(s)	Sarah Campbell Tel Email	Customer Engagement Manager 01902 551090 Sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	Leadership Teams – October 2019	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2019 to 30 June 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.
3. Scrutiny Board to note new layout and structure of quarter one complaints report.

1.0 Background

- 1.1 The Council's Customer Feedback Team handles complaints, compliments and service enquiries from members of the public. Those relating to social care and public health matters fall under a statutory framework, while the remainder are handled under the council's policy.
- 1.2 This report provides an overview of the contacts received during the first quarter of 2019/20.

2.0 Attachments

- 2.1 Appended to this covering report are the following documents:

- Appendix 1 – Statutory Customer Feedback Dashboard (Section 1)
- Appendix 2 – Corporate Customer Feedback Dashboard (Section 2)
- Appendix 3 – Notes to the dashboard
- Appendix 4 – Learning from complaints

3.0 Complaint Training

- 3.1 The Customer Feedback Team has compiled mandatory corporate complaint training for council officers, which is available via the council's learning hub. During quarter one, the learning and development team has confirmed 20 officers have completed the mandatory corporate complaint training.

4.0 Monitoring Information

- 4.1 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.

5.0 Management of Unreasonable Behaviour

- 5.1 In conjunction with our policy on the management of unreasonable behaviour, the Customer Feedback Team has managed a total of five cases during quarter one. All cases are agreed and approved by the relevant service and Director of Governance.

6.0 Financial Implications

- 6.1 There are no financial implications associated with the recommendation in this report. [GE/14102019/J]

7.0 Legal Implications

- 7.1 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.
- [TC/15102019/T]

8.0 Equalities Implications

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

9.0 Environmental Implications

- 9.1 There are no environmental implications associated with this report.

10.0 Human Resources Implications

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

11.0 Corporate Landlord Implications

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

12.0 Health and Wellbeing Implications

- 1.0 12.1 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.

13.0 Schedule of Background Papers

- 13.1 None for consideration.

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Appendix 2

Customer Feedback Corporate Complaints

CITY OF
WOLVERHAMPTON
COUNCIL

Quarter 1 (April – June 2019)

Stage 1 Complaints Received
See Appendix 3 (4.2 and 4.3)

55

Stage 1 Response Timescales
See Appendix 3 (4.4)

52

(95%)

Responded to
within timescales
(Target: 95%)

Stage 1 Complaints where the Council is at
fault (*upheld*) See Learning Appendix 4

17
(31%)

Issues have been identified from 17 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 where the Council is
not at fault

38
(69%)

Stage 1 Average Complaint
Response Time
See Appendix 3 (4.4)

16
DAYS

Stage 1 Complaints Comparison
for Q1 – See Appendix 3 (4.2)

2018/19 53

2019/20 55

Stage 1 Complaints
increased by

2
Complaints

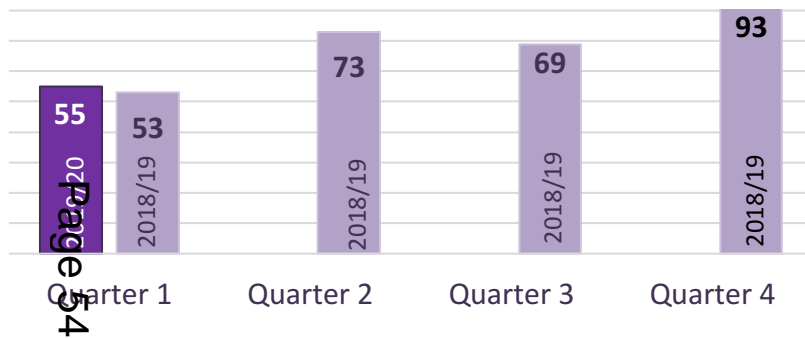
Increase of 2
complaints compared
to 2018/19

Appendix 2

Customer Feedback Corporate Complaints

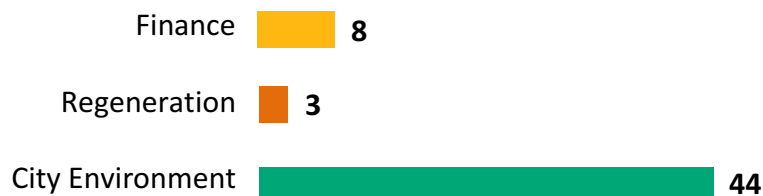
Quarter 1 (April – June 2019)

Stage 1 Complaints Comparison
See Appendix 3 (4.2 and 4.3)
Breakdown by Quarter



Stage 1 Complaints
Breakdown by Directorate

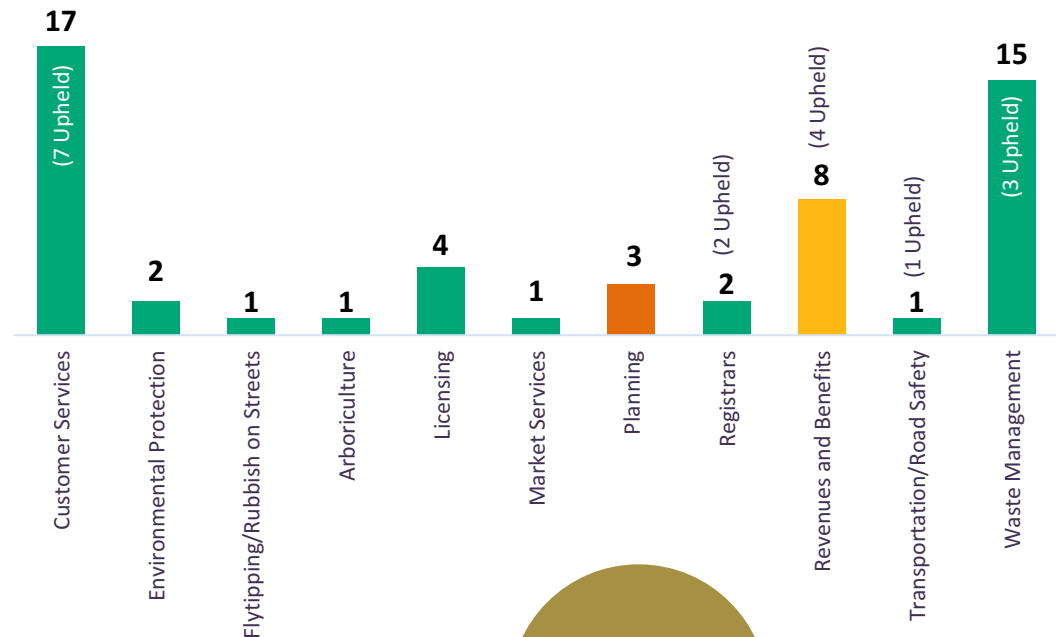
2019/2020



Stage 1 Complaints Received – See Appendix 3 (4.2 and 4.3)

Breakdown by Service Area

(Complaints were not upheld unless otherwise indicated)



Compliments Received
See Appendix 3 (4.6)

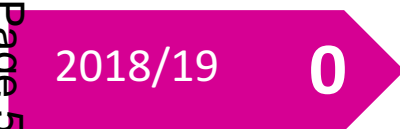
63

Stage 2 Corporate Complaints, Local Government and Social Care (LGSCO) and Housing Ombudsman (HO) Enquiries

Quarter 1 (April – June 2019)

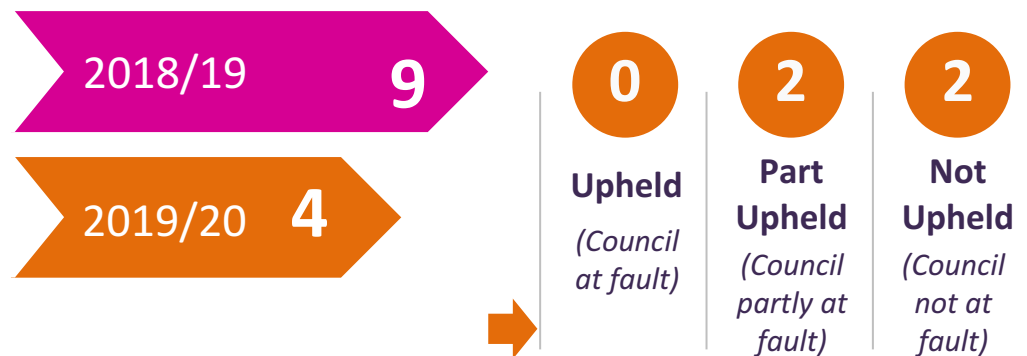
HO enquiries for Quarter 1 See Appendix 3 (5.2 and 5.4)

Page 55

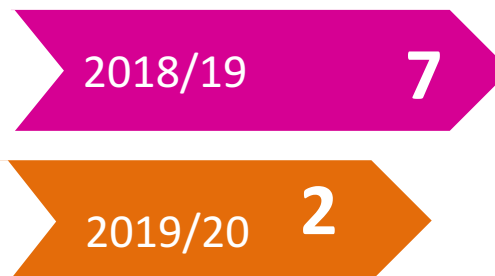


Figures increased for 2019/20 Q1 compared to 2018/19 Q1. Customer Feedback team has also received 2 initial HO assessment enquiries for Q1 2019/20.

Stage 2 Corporate Complaints Comparison for Quarter 1 – See Appendix 3 (4.5)



LGSCO enquiries for Quarter 1 See Appendix 3 (5.1 and 5.3)



Figures decreased for 2019/20 Q1 compared to 2018/19 Q1. Customer Feedback team has also received 10 initial LGSCO assessment enquiries for Q1 2019/20.

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APPENDIX 3

SECTION 1:

Children's Services, Adult Services and Public Health Complaints Activity 1 April 2019 to 30 June 2019

1.0 Children's Services – Complaint Activity

1.1 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; 16 informal complaints were received during quarter one (1 April 2019 to 30 June 2019) compared to 15 received during quarter one 2018/19; an increase of one.

1.2 Stage One Complaints

During quarter one (1 April 2019 to 30 June 2019) the Council received 26 stage one Children's Services complaints compared to 16 during quarter one for 2018/19, an increase of ten.

The 26 complaints received during this first quarter refer to 15 separate service areas. No service area received a disproportionate amount of complaints, the highest figure of four referred to Disabled Children/Young People, followed by Fostering and the Child Assessment Team who each received three complaints.

1.3 Timescales

Overall, 25 complaints were responded to and concluded during this first quarter. Nine complaints were responded to within 10 working days, seven within 20 working days, and the remaining nine in just over 21 working 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.

- 1.4 However, it should be noted that of the 25 complaints resolved during this period 11 were dealt with in accordance with the Children's Act and the average timescale was 11 days. 14 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 19 days.

1.5 Stage Two Complaints

During this period, we have received two stage two complaints which were dealt with in accordance with the Corporate Complaints Procedure and, therefore, there were no financial implications for Children's Services.

Stage two complaints received as follows:

- Children and Young People in Care – One complaint received for Adoption Team in relation to unnecessary delays and poor communication; outcome upheld appropriate remedies/resolution and learning has been carried out.

APPENDIX 3

- Children and Young People in Care – One complaint received for Looked After Children Team 1 in relation to delays in replacing missing toys; outcome upheld, appropriate remedies and learning has been carried out.

Several other complaints that could have proceeded down this route were resolved after significant intervention and problem solving.

1.6 Stage Three Complaints

Where a stage two complaint investigation has been carried out and the complainant remains dissatisfied, they have the right to request matters proceed to the final stage of the complaint's procedures, a stage three Independent Complaint Review Panel. There were no complaints escalated to stage three during this quarter.

1.7 Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboard.

1.8 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During this first quarter, a pleasing 26 compliments were received for Children's Services, compared to 17 in quarter one 2018/19. Children's Safeguarding Team, Disabled Children/Young People Team and Leaving Care/Transitions Team 2 each received three compliments.

2.0 Public Health Complaints

- 2.1 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 one complaint was received in quarter one (1 April 2019 to 30 June 2019). This complaint was in relation to health and safety concerns at Bert Williams Leisure Centre; outcome, upheld, appropriate remedy and learning has been carried out.

3.0 Adult Social Care Complaints

3.1 Informal Complaints

During quarter one (1 April 2019 to 30 June 2019) the Council received nine complaints which were resolved at service level without going through the formal route. This was compared to 19 informal complaints received during quarter one 2018/19, a decrease of ten.

APPENDIX 3

3.2 Stage One Complaints

During quarter one (1 April 2019 to 30 June 2019) the Council received 20 formal complaints (including one Public Health) compared with 18 in quarter one 2018/19; representing an increase of two complaints this quarter. Out of the 20 formal complaints received, there were three 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. No service area received a disproportionate amount of complaints. The 20 complaints received covered 15 separate service areas; the highest figure of three complaints referred to the Adult Community Team East and the Health and Social Care Team followed by CM Community Care (Independent Provider) who received two.

3.3 Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboard.

3.4 Timescales

Overall, 17 complaints were responded to and concluded during this first quarter. Eight complaints were responded to within 10 working days, eight within 20 working days and one complaint was responded to over 21 working days. The average number of days to respond and close all complaints over the term significantly was eleven 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.

3.5 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. Sixty three compliments were received during this first quarter relating to Adult Services. Bradley Resource Centre received 14, followed by Welfare Rights Team who received nine; Carer Support Centre, HARP, Support Plus and Therapists all received three each.

3.6 Areas of Learning from Complaints

See Appendix 4.

APPENDIX 3

SECTION 2: Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman Complaints

Activity 1 April 2019 to 30 June 2019

4.0 Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman

4.1 Informal service requests/enquiries

The customer feedback 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 303 service request enquiries were logged with the customer feedback team during quarter one, compared to 387 received during quarter four. These types of enquiries are varied, for example, litter, missed bin collection, parking, appeals; all enquiries were logged and resolved informally or sign posted to the correct process without going through the corporate complaints procedure, therefore providing a better outcome and resolution for the customer.

4.2 Corporate stage 1 complaints received

During this first quarter (1 April 2019 to 30 June 2019) the Council received 55 stage one corporate complaints compared to 53 during quarter one for 2018/19, an increase of two cases. No service area received a disproportionate amount of complaints. The 55 complaints covering 11 separate service areas, the highest figure of 17 complaints referring to Customer Services, Waste Management received 15 and Revenues and Benefits received 8. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those matters at service level.

4.3 Corporate Complaint Category

During quarter one (1 April 2019 to 30 June 2019) the main issue of complaint involved failure to provide a service (29), followed by conduct of employees (7), failure to consider relevant matters (6), failure to achieve standards/quality (5), dissatisfaction of council policies (4) and delays in responding or administrative (4).

4.4 Corporate Timescales

The average response time for responding to each complaint is 16 days for quarter one. This figure has increased from the previous quarter of 13 days; this average response time will be closely monitored with service groups to ensure a reduction is achieved. The response timescale for stage 1 complaints responding within 21 calendar days is 95%, which we have achieved our target of target 95%.

4.5 Stage 2 corporate complaints in quarter one

During quarter one (1 April 2019 to 30 June 2019) the Council received four stage two corporate complaints.

Stage two complaints received as follows:

APPENDIX 3

- Regeneration - One complaint received for Planning Department in relation to a residential development at Burton Crescent; outcome not upheld.
- Housing - One complaint received for Facilities Department in relation to charges for the toilets at West Park and cleanliness of toilets at East Park; outcome partially upheld – appropriate remedies and resolution carried out by the service.
- Finance - One complaint received for Revenues and Benefits in relation to housing benefit payments made to tenant and receipt of safeguarding request; outcome partially upheld; appropriate remedies and resolution carried out by the service.
- City Environment – One complaint received for Environmental Protection in relation to garden remediation/restoration works, in particular front drain on driveway; outcome not upheld.

4.6 Corporate Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During quarter one (1 April 2019 to 30 June 2019) the Council has received 63 compliments, a decrease from the previous quarter. Planning received 34, followed by Customer Services receiving 8 and Environmental Services receiving 6.

4.7 Area of Learning for Corporate Complaints

See Appendix 4.

5.0 Local Government and Social Care Ombudsman/Housing Ombudsman

5.1 Local Government and Social Care Ombudsman Enquiries

During quarter one (1 April 2019 to 30 June 2019) the council received two Local Government and Social Care Ombudsman enquiries. The Adult Directorate received one and the Children's Directorate received one.

The Adult Directorate received one enquiry.

- one complaint for Adult Services and Communities in relation to the Council not properly informing the customer of the changes to her husband's respite care; outcome not upheld, no maladministration.

The Children's Directorate received one enquiry.

- one complaint for Children and Young People in Care in relation to no communication since January 2019 with Children's Services in relation complainant's child, who is under a care order; outcome upheld; at fault and injustice; action plan has been compiled and appropriate remedies/resolution have been carried out by the service

5.2 Housing Ombudsman Enquiries

During quarter one (1 April 2019 to 30 June 2019) the council received three enquiries from the Housing Ombudsman. All three enquiries were received for Wolverhampton Homes as follows:

APPENDIX 3

- One complaint for Wolverhampton Homes in relation the council's response to her request to have the fridge freezer unit in her property re-sited into the kitchen, as it currently stands in front of a back door, blocking the exit; outcome no maladministration.
- One complaint for Wolverhampton Homes in relation to the landlord's response to their reports of occupancy and succession of tenancy rights; outcome no maladministration.
- One complaint for Wolverhampton Homes in relation to installation of a driveway and hard standing at the property, and for the landlord to replace some fencing at the property; outcome awaiting final decision from the Housing Ombudsman.

5.3 Local Government and Social Care Ombudsman assessment enquiries

During quarter one (1 April 2019 to 30 June 2019) the council received ten Local Government and Social Care Ombudsman assessment enquiries.

Adult Services received one complaint as follows:

- Adult Services and Communities - one complaint for advocacy support/issues raised in relation to the lease on a property; outcome closed after initial enquiries, no further action.

Children's Services received three complaints as follows;

- Children and Young People in Care – one complaint received in relation to granting grade 3 level foster carer; outcome closed after initial enquiries, no further action
- Strengthening Families – one complaint received in relation to complainant cannot progress his complaint; outcome closed after initial enquiries, out of jurisdiction. One complaint in relation to a S47 investigation and social services involvement with the family; outcome closed after initial enquiries, no further action

City Environment received three complaints as follows:

- Environmental Services/Arbor Team – one complaint received in relation to the Council refusing to cut back a tree which is blocking light and has damaged the footpath outside the property; outcome closed after initial enquiries, no further action
- Environmental Services/Arbor Team – one complaint in relation height and overhanging trees at side of property; outcome closed after initial enquiries, no further action
- Parking Services – one complaint in relation to PCN for parking contravention; no documentation received by complainant; outcome closed after initial enquiries, no further action

Finance received one complaint as follows:

- Revenues and Benefits – one complaint in relation to council tax demand; outcome closed after initial enquiries, no further action

APPENDIX 3

Finance and legal services received one complaint as follows:

- Revenues and Benefits/Legal Services – one complaint in relation to Discretionary Housing Benefit; outcome, premature complaint; complaint logged and response issued to the customer.

Regeneration and Adults received one complaint as follows:

- Planning and Commissioning Services received one complaint in relation to Planning Permission and Supported Living Accommodation; outcome closed after initial enquiries, out of jurisdiction

5.4 Housing Ombudsman assessment enquiries

During quarter one (1 April 2019 to 30 June 2019) the council received two Housing Ombudsman assessment enquiries for Wolverhampton Homes.

- One complaint received in relation to Council's handling of report of Anti-Social Behaviour; outcome requested Wolverhampton Homes to escalate complaint to stage two of Wolverhampton Homes' complaints procedure
- One complaint received in relation to disrepair issues; awaiting outcome from Housing Ombudsman

6.0 Local Government and Social Care Ombudsman Annual Report 2018/19

- 6.1 The Ombudsman publishes annual complaint statistics for each local authority in England. The Ombudsman made 70 decisions in 2019/18 in relation to this Council; this process involves referring complaints back to the Council, no further action, invalid complaints, advice given and detailed investigations. From the 70 decisions made the Ombudsman decided to carry out 19 detailed investigations of the complaints they received about the City of Wolverhampton Council for 2018/19.

Out of the 19 detailed investigations carried out, the Ombudsman has recorded 9 (47%) findings of fault (upheld) for the Council during 2018/19 (this compares to an average of 61% in similar authorities). City of Wolverhampton Council's performance for 2018/19 can be compared with neighbouring authorities via the Ombudsman's new interactive map; this new interactive map shows annual performance data for all councils in England, with links to published decision statements, public interest report, annual letters and information about service improvements that have been agreed by each Council. This interactive tool will assist the Council to monitor the improvements they agree to make following the Ombudsman's investigations, as well as supporting scrutiny of local services. See link to interactive map as follows: <https://www.lgo.org.uk/your-councils-performance>

The Ombudsman has confirmed that the upheld numbers which they report will not necessarily match the complaints data that we hold as statistics are recorded by the Ombudsman in different business periods.

7.0 Action Plans/Learning

- 7.1 See Appendix 4.

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Appendix 4

Customer Feedback Learning from Complaints

Quarter 1 (April – June 2019)

Action Plans/Learning from complaints - When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report and follow up with the service any learning/action that needs to be carried out. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Director.

Children's Services

- *Complaint in relation to not wishing to move placement, therefore requesting placement to be frozen. **Learning** - Social Workers need to discuss changes in dates for placement moves in advance with young people, face to face.*
- *Complaint regarding the way that we were treated during this panel. **Learning** – Any conversations/deliberations between the panel advisors and the social workers regarding paperwork to take place outside of panel and not in front of carers.*
- *Complaint about the lack of adequate support and service received in relation to foster son moving out and the notice process. **Learning** – Agreed immediate actions and to meeting arranged to meet with complainant to look at future planning.*

Adult Services

- *Complaint received in relation to Direct Payments recovery of excess balance. **Learning** – Processes have been altered to ensure that this error does not happen again.*
- *Complaint in relation to being advised by worker that due to amount of funds held will not have to pay, however invoice has been received requesting payment. **Learning** – Adult Community Team to review care package in accordance with Council*
- *Complaint regarding errors contained in new care plan. **Learning** - Care Plan to be amended accordingly.*

Appendix 4

Customer Feedback

Learning from Complaints

Quarter 1 (April – June 2019)

Action Plans/Learning from complaints - When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report and follow up with the service any learning/action that needs to be carried out. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Director.

Corporate Complaints

- Page 66
- Customer called in relation to European Elections to request a proxy vote; requested documentation, however, this did not arrive in the post; customer called again and was informed that it was too late to vote and call should have been transferred to electoral; customer was unable to vote and was extremely unhappy. **Learning** – An apology was issued to the customer and all officers have been reminded of the importance of acting upon all communications received, including any temporary changes to procedures and record keeping of call logs, enabling us to deal with all customer enquiries correctly*
 - Customer called to report that he had ordered a purple bin in Nov 2018, he had not received any correspondence so contacted the Council and was informed that his order had been rejected. Customer contacted his bank who advised the payment was not rejected, rather the Council never requested the funds. Customer stated that there is a problem with the Council system and not him/his bank. Customer concerned about the delivery time scale because it is past the first collection date and the bin is needed asap. Customer frustrated with process as it has been ongoing since November 2018. **Learning** – Waste service apologised and arranged for two bins to be delivered on XX April 2019; letter of apology issued to the customer for the delays/errors incurred.*
 - Complaint in relation to office error in handling/processing Council Tax billing resulting in a domino effect of errors, causing stress and hardship. **Learning** – Officers to ensure we action all changes accurately; account was withdrawn from enforcement agents and all associated costs removed. A refund was arranged to be made directly to the customer.*

Appendix 1

Statutory Customer Feedback Children and Young People

CITY OF
WOLVERHAMPTON
COUNCIL

Quarter 1 (1 April 2019 to 30 June 2019)

Stage 1 Complaints Received

See Appendix 3 (1.2)

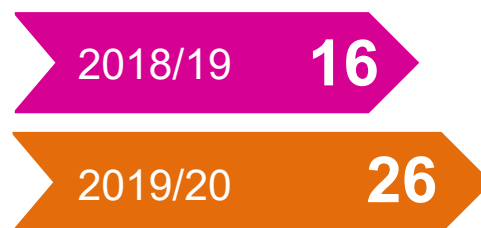


*This represents an
increase compared
to Q1 (2018/19)*



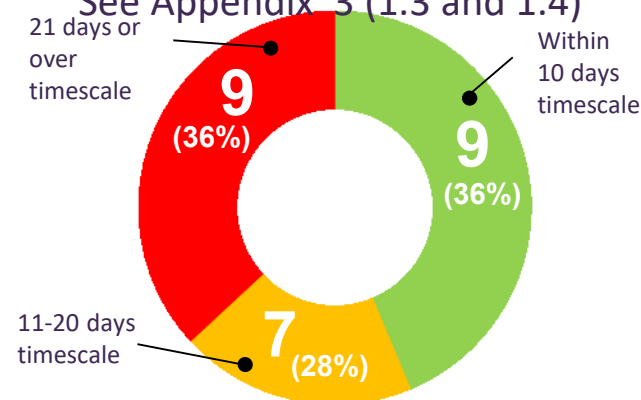
Stage 1 Complaints Comparison for Q1

See Appendix 3 (1.2)



Response Timescales (cases closed during Quarter one)

See Appendix 3 (1.3 and 1.4)



Average Complaint Response Time

See Appendix 3
(1.3 and 1.4)

11
DAYS

Statutory
complaints

19
DAYS

Corporate
complaints

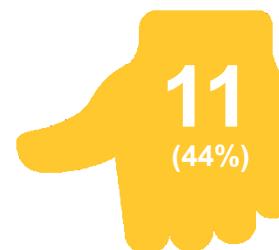
Complaints Where The Council Is At Fault (Upheld) – Cases closed during Q1

See Learning Appendix 4



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 – Cases closed during Q1



Council Is Not At Fault – Cases closed during Q1



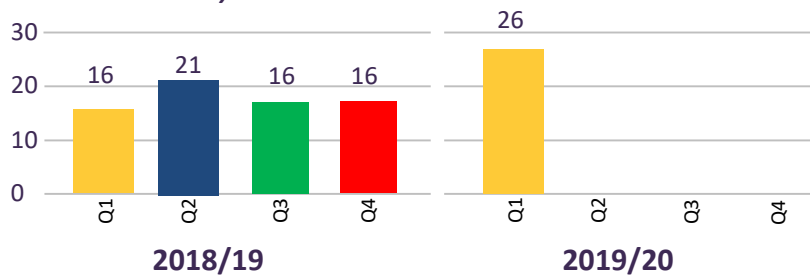
Appendix 1

Statutory Customer Feedback Children and Young People

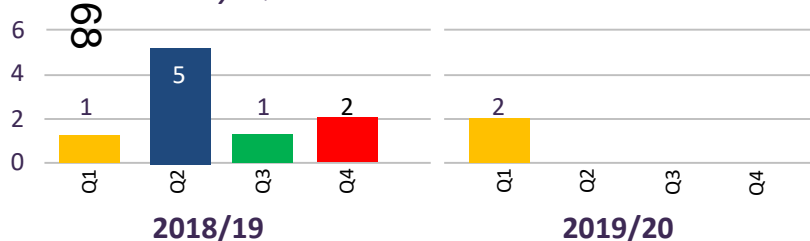
CITY OF
WOLVERHAMPTON
COUNCIL

Quarter 1 (1 April 2019 to 30 June 2019)

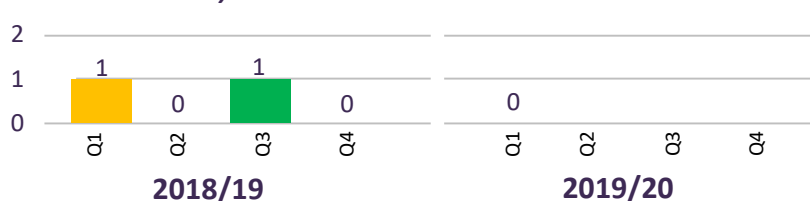
Stage 1 Complaints Comparison – Appendix 3 (1.2)
Breakdown by Quarter



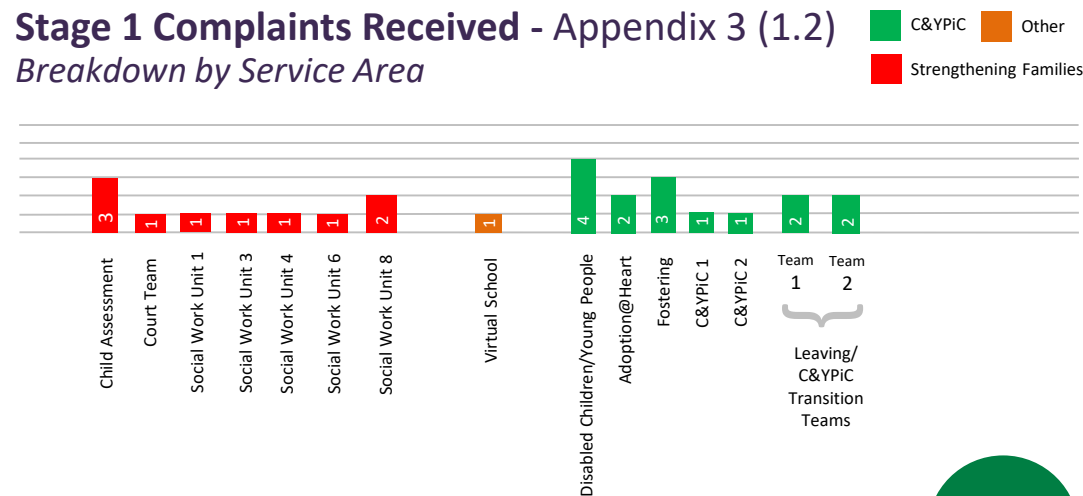
Stage 2 Complaints Comparison – Appendix 3 (1.5)
Breakdown by Quarter



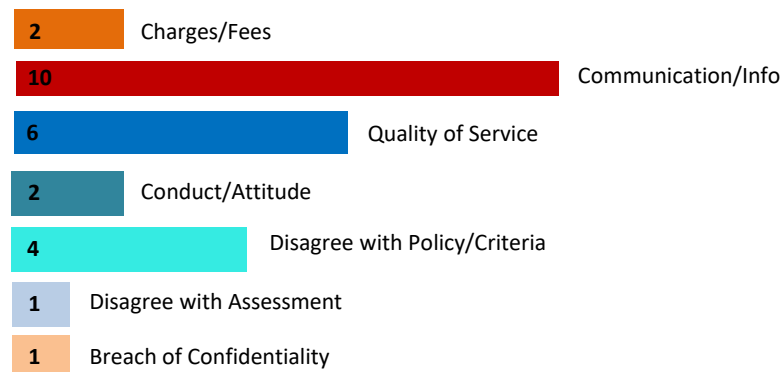
Stage 3 Complaints Comparison – Appendix 3 (1.6)
Breakdown by Quarter



Stage 1 Complaints Received - Appendix 3 (1.2)
Breakdown by Service Area



Stage 1 Complaints Received
Breakdown by Category



26

Compliments –
Appendix 3 (1.8)

16

Informal
Complaints –
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Adult Social Care and Public Health

Quarter 1 (1 April 2019 to 30 June 2019)

**Stage 1 Complaints
(Formal) Received**
See Appendix 3 (2.1 and 3.2)



**Average Complaint
Response Time**
See Appendix 3 (3.4)

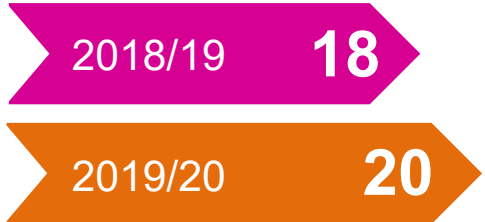


*This represents an
increase compared
to Q1 2018/19*

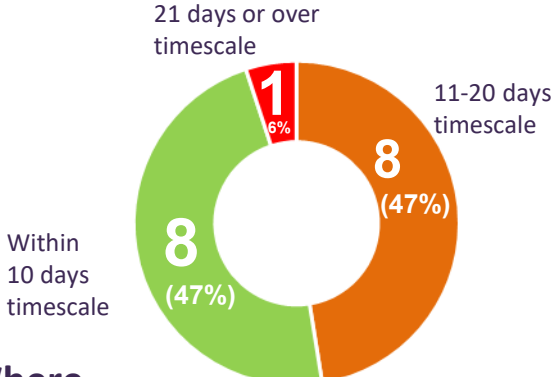


2

**Stage 1 Complaints
Comparison**
See Appendix 3 (2.1 and 3.2)



**Response Timescales – cases closed
during Q1 – See App 3 (3.4)**



**Complaints Where The Council Is At
Fault (Upheld) – Cases closed during Q1**
See Learning Appendix 4



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 –
Cases closed during
Q1**



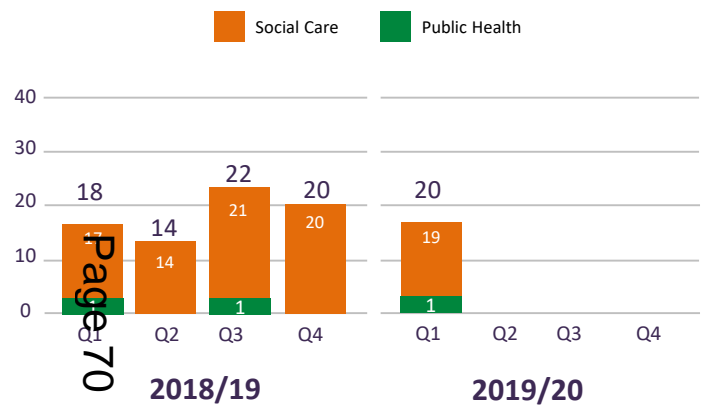
**Complaints Where The
Council Is Not
At Fault – Cases closed
during Q1**



Appendix 1 Statutory Customer Feedback Adult Social Care and Public Health

Quarter 1 (1 April 2019-30 June 2019)

Stage 1 Complaints Comparison – Appendix 3
(3.2) Breakdown by Quarter



Stage 1 Complaints Received - Breakdown by Category



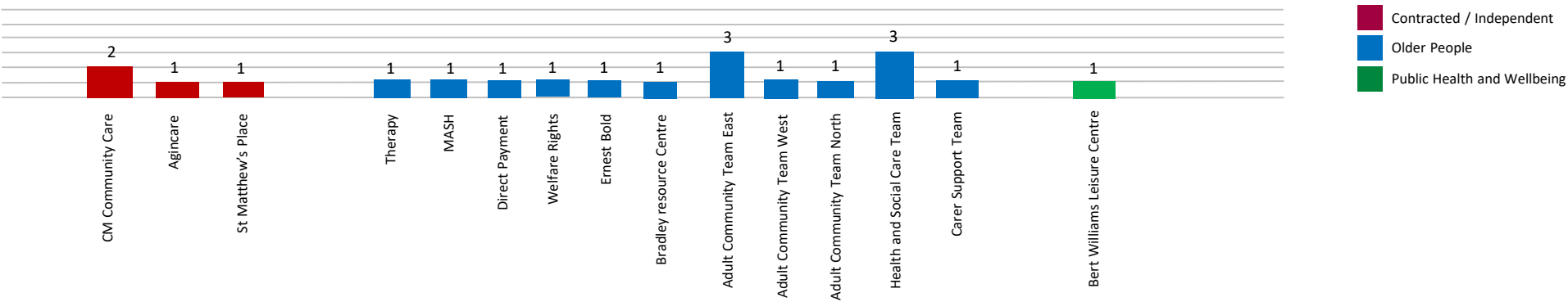
63

Compliments -
Appendix 3 (3.5)

9

Informal Complaints
Appendix 3 (3.1)

Stage 1 Complaints Received – Appendix 3 (3.2) - Breakdown by Service Area



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
29 October 2019	Update from Chairs and Vice-Chairs of Scrutiny Panels Annual Scrutiny Review Scrutiny Review into Youth Violent Crime – Rewriting the Narrative Complaints Report – Quarter 1	Scrutiny chairs Julia Cleary Cllr Ahmed and Julia Cleary Sarah Campbell	
10 December 2019	Member Champions Updates on Petitions Received		
14 January 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels Local Enterprise Partnership		
10 March 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels Member Champions		

21 April 2020	Cyber Security Update Update from Chairs and Vice-Chairs of Scrutiny Panels Member Champion for Digital Innovation (confirmed)		

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. Volunteering
7. Fuel Poverty - Review
8. Wolverhampton for Everyone - citizen engagement.

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
20 November 2019	<ul style="list-style-type: none"> Chair of Audit and Risk Committee – Annual Report - Cllr Alan Butt Draft Budget and Medium-Term Financial Strategy 2020 -2021 Rapid Development Platform Review of assumptions in the MTFS about growth and inflation' 	<p>Claire Nye, Director of Finance</p> <p>Jai Ghai ICT Senior Business Service Manager</p> <p>Claire Nye, Director of Finance</p>	<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> <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"> Digital Printing Service – update 	Steve Charles, Customer Support Manager Place	<ol style="list-style-type: none"> Review the opportunities and competitiveness of providing print services outside of the local authority, operating on a commercial basis Put in place mechanisms to secure all internal printing requirements are provided in-house, removing the

	<ul style="list-style-type: none"> Treasury Management Activity Monitoring - Mid Year Review 2019-2020 Community Asset Transfer Strategy 	<p>Claire Nye, Director of Finance</p> <p>Julia Nock, Head of Assets</p>	<p>opportunity for staff to commission print work outside of the authority</p> <p>3. Improve the kitchen facilities for DPS in line with the rest of the authority's amenities</p> <p>Budget scrutiny overview</p>
9 January 2020	<ul style="list-style-type: none"> Specific Reserves Working Group (date to confirmed) 	Claire Nye, Director of Finance	<p>1. To receive a detailed report on specific reserves.</p> <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"> Treasury Management 	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
25 November 2019	<ul style="list-style-type: none"> Apprenticeships Update Skills, Employment, Enterprise (Wolves at Work) Draft Budget 	Angela McKeever	<ul style="list-style-type: none"> Update as resolved at the Panel last year. Particular focus on uptake numbers, effectiveness and overall career pathways. Data analysis. Includes Wolves at Work
January/ February 2020	<ul style="list-style-type: none"> Inward Investment Vacant Properties in the City Centre 		<ul style="list-style-type: none"> To include communications angle. Cllr Khan raised at the Annual Scrutiny Work Programme Session
March 2020	<ul style="list-style-type: none"> Progress report on Branding and Marketing Strategy for City of Wolverhampton Review of recommendations throughout the year. 	Heather Clark	<ul style="list-style-type: none"> Isobel Woods / Ian Fegan

Potential Future items: -

1. Policy implications from West Midlands Combined Authority/Regional/National or International Sources
2. How do we monitor our communications?
3. Westside Link Final Designs before Cabinet
4. 5G
5. Green industries and green environment

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
7 November 2019	<ul style="list-style-type: none">The Condition of the Roads (Including Potholes) in WolverhamptonDraft BudgetResponse 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.Verbal presentation on border development - South Staffordshire Consultation Document - TBC	<div>John Roseblade</div> <div>John Roseblade</div> <div>Michele Ross</div>	

30 January 2020	<ul style="list-style-type: none"> • WV Living – Briefing Note • Wolverhampton Homes • Allocation Policy – Pre-Decision on actual policy • Walsall Housing Growth Corridor 	Henry Gregory	
19 March 2020	<ul style="list-style-type: none"> • Processes for obtaining s.106 money including chasing once agreed 		As requested by Cllr Waite at Scrutiny Board

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. Councillor Portal Development (as requested by Portfolio Holder during Q & A Session)
5. Homelessness
6. 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
7 November 2019	<ul style="list-style-type: none"> GP appointment waiting times – involve Wolverhampton Healthwatch Blakenhall Dementia Day Services CCG Annual Report Draft Budget Public Health Annual Report Healthwatch Annual Report 	<p>CCG – Helen Hibbs</p> <p>Tom Denham</p> <p>Steven Marshall</p> <p>Public Health – John Denley</p> <p>Tracey Cresswell</p>	
16 January 2020	<ul style="list-style-type: none"> Reconfiguration of hyper acute and acute stroke services Review of the impact of the new Medical Examiner Role and the Registrar's Office at New cross Hospital Cancer Screening Accident and Emergency 	<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>	

Potential Future Items: -

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
5 November 2019	<ul style="list-style-type: none"> Panel visit to social work team based at Action For Independence 	Angela Coxhead, Senior Social Work Manager	Discuss work done to improve practice and approach to supporting people who have been diagnosed with dementia
12 November 2019	<ul style="list-style-type: none"> Wolverhampton Multi-Agency Safeguarding Arrangements Draft Budget and Medium -Term Financial Strategy 2020 – 2021 Safer Wolverhampton Partnership Annual Report 2018-2019 – background, what it does, who is on it etc. Transforming Care – update on progress Update on Alcohol and Drugs Strategy 	<p>Dawn Williams, Head of Safeguarding</p> <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>	Briefing on a review of children and adults safeguarding arrangements in line with guidance set out in Working Together 2018.

	<ul style="list-style-type: none"> Briefing on panel visit to Action for Independence, Albert Road 		
28 January 2020	<ul style="list-style-type: none"> Joint Dementia Strategy – Update Adult Education Service Blue Badge Scheme – update report Cllr Linda Leach Cabinet Member Adults Cllr Jasbir Jaspal, Cabinet Member Health 	<p>Check with Martin Stevens.</p> <p>Joanne Keatley, Head of Adult Education</p> <p>Lisa Taylor, Head of Service Improvement (Customer Services)</p> <p>David Watts, Director of Adults Services and John Denley, Director of Public Health</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> <p>Briefing on key priorities and questions from the panel.</p> <p>Briefing on specific area of community safety and community cohesion and respond to questions and comments from the panel on this area.</p>
24 March 2020	<ul style="list-style-type: none"> Proposed changes to charges for non - residential services (pre-decision scrutiny) 	Helen Winfield, Head of Community Financial Support	The Council has the right to charge for adult social care and support under the Care Act 2014 for people who request the Council arrange their care and support.

	<ul style="list-style-type: none">• Better Care Fund - update on publication of national guidance.• Emergency Planning Response (exempt)	<p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</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

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.

Date of Meeting	Item Description	Lead Report Author	Notes
27 November 2019	<p>Draft Budget and Medium-Term Financial Strategy 2020 -2021</p> <p>School Organisation Review - Primary and Secondary School</p> <p>Wolverhampton Multi-Agency Safeguarding Arrangements</p> <p>Cabinet Member for Education and Skills-Briefing – Cllr Michael Hardacre</p> <p>SEND Self Evaluation briefing</p>	<p>Claire Nye, Director of Finance</p> <p>Bill Hague, Head of School Organisation</p> <p>Dawn Williams, Head of Safeguarding</p> <p>Adrian Leach, Head of Special Educational Needs and Disability</p>	<p>Briefing on a review of children and adults safeguarding arrangements in line with guidance set out in Working Together 2018.</p>
22 January 2020	Culture of Belonging (school exclusions)	Robert Hart, Head of Service Inclusion Support	

	<p>Update on alternative education provision and Pupil Referral Units</p> <p>Unregistered independent schools and out of school settings</p> <p>Children's Social Care Self-Evaluation Refresh 2019/20</p>	<p>Adrian Leach Head of Special Educational Needs and Disability</p> <p>Amanda Newbold, Senior School Improvement Advisor, and Dawn Williams (Head of Safeguarding) Mark Heywood, Headteacher, The Royal – to be invited as a witness</p> <p>Louise Haughton, Principal Social Worker</p>	
18 March 2020	<p>Review of Early Intervention and Prevention</p> <p>School Improvement Report Annual Plan</p>	<p>Alison Montgomery, Head of Strengthening Families People</p> <p>Amanda Newbold, Senior School Improvement Advisor</p>	

Potential Future Items: -

1. Apprenticeship and youth unemployment – Angela McKeever
2. Supporting unaccompanied asylum-seeking children briefing paper – Alison Hind
3. Progress report on Area SEND Evaluation to be shared with the panel before the end of November 2019 – Adrian Leach

Work Plan Version: 21/10/19 11:56

Forward Plan of Key Decisions

Agenda Item No: 13

Date: 16 October 2019

OUT OF DARTMOUTH

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

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:
Corporate					
Draft Budget and Medium Term Financial Strategy 2020-2021 - 2023-2024 To consider progress made towards identifying additional budget reduction proposals in order to address the projected budget deficit.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
Senior Management Structure To approve changes to the Senior Management Structure.	Not applicable	Cabinet 16 Oct 2019	Fully Exempt	Councillor Ian Brookfield Leader of the Council	Amanda Porter Human Resources Business Partner Tel: 01902 554066
Working Hours Policy To approve amendments to the working hours policy.	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Smart Working Policy 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 5 Nov 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Travel and Subsidy Policy To approve changes to current travel and subsidy guidance.	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Treasury Management Activity Monitoring- Mid Year Review 2019-2020 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
Capital Programme 2019-2020 to 2023-2024 Quarter Two Review 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
Information Governance Quarter Two Performance Report 2019-2020 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
Business Rates Discretionary Reliefs To approve amendments to the Business Rates Discretionary Relief Policy to incorporate 2020-2021.	All Wards	Cabinet (Resources) Panel 4 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Sue Martin Head of Revenue and Benefits Tel: 01902 554772

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Capital Programme 2019-2020 to 2023-2024 Quarter Three Review and 2020-2021 to 2024-2025 Budget Strategy To approve the Capital Programme 2019-2020 to 2023-2024 Quarter Three Review and 2020-2021 to 2024-2025 Budget Strategy.	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
Treasury Management Strategy 2020-2021 To approve the Treasury Management Strategy 2020-2021.	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
Treasury Management Activity Monitoring Quarter Three 2019-2020 To approve the Treasury Management Activity Monitoring Quarter Three 2019-2020.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
Education					
School Admission Arrangements 2021-2022 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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Adult Services					
Better Care Fund Section 75 Agreement (Pooled Budget 2019-2020) To approve the Section 75 Agreement (Pooled Budget) with NHS Wolverhampton Clinical Commissioning Group (WCCG) for 2019-2020.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Linda Leach Cabinet Member for Adults	Jessica Timmins Commissioning Officer Tel: 01902 553201
Children's Services					
Proposals for the future commissioning of Short Breaks Services for Disabled Children and Young People To approve the procurement of community short breaks services to be operational from 1 September 2020.	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for Children and Young People	Ranjit Khullar Commissioning Officer
Positive Engagement Strategy 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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Financial Support for Foster Carers to Transport Children in Care to School To approve proposed changes to the financial support foster carers, receive to support travel costs incurred in children transporting children to and from school.	All Wards	Cabinet 13 Nov 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Alison Hinds Head of Children and Young People in Care
HeadStart Sustainability 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
Wolverhampton Safeguarding Boards Annual Report To receive the Wolverhampton Safeguarding Boards Annual Report.	All Wards	Cabinet 18 Mar 2020	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Dawn Williams, Head of Service Safeguarding Tel: 01902 553044
Public Health					
Rewriting the Narrative for Vulnerable Young People in Wolverhampton To receive a report from the Scrutiny Review into Violent Crime.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Julia Cleary Systems and Scrutiny Manager Tel: 01902 555046

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Public Health Annual Report 2019 To approve the Public Health Annual Report 2019.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	John Denley Director of Public Health
Joint Cabinet Member Reports					
Review of Children and Young People's short breaks and carers' grant 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
Wolverhampton Digital Infrastructure Strategy To approve Wolverhampton's Digital Infrastructure Strategy supporting the rollout of full fibre broadband and wireless connectivity including 5G.	All Wards	Cabinet 13 Nov 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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Housing Revenue Account Business Plan 2020-2021 including Rents and Service Charges To approve the Housing Revenue Account Business Plan 2020-2021 including Rents and Service Charges.	All Wards	Cabinet 22 Jan 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing, Councillor Louise Miles Cabinet Member for Resources	Jo McCoy Head of Financial Management, Wolverhampton Homes
Commercial					
5 November 2019 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner
3 December 2019 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner
14 January 2020 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 14 Jan 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
4 February 2020 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 4 Feb 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner
Community Asset Transfer: Policy and Strategy Review 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
3 March 2020 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner
The Future of the Council School's Catering Service To confirm the future of school catering.	All Wards	Cabinet 18 Mar 2020	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Chris East Head of Facilities
31 March 2020 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	John Thompson Commercial Business Partner

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
City Environment					
Waste Transformation Programme - Future Service Delivery Arrangements To approve future service delivery arrangements for the Waste Transformation Programme.	All Wards	Cabinet 16 Oct 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Colin Parr Head of Business Services
Tree and Woodland Strategy To approve the Tree and Woodland Strategy for the City of Wolverhampton.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Ric Bravery Strategic Health Lead (City Planning)
Council Fleet Vehicle/Plant Replacement Programme To approve a planned programme of replacement and procurement of council fleet vehicles, plant and equipment required for delivering statutory and income generating services.	All Wards	Cabinet 13 Nov 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Steve Woodward Head of Environmental Services
Climate Change Strategy and Action Plan To approve the 'Future Generations: Climate Change and Sustainability Strategy' which states the Council's vision for tackling the Climate Crisis.	All Wards	Cabinet 22 Jan 2020	Open	Councillor Steve Evans Cabinet Member for City Environment	Isaac Vivian Graduate Management Trainee

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Housing					
The City Housing Strategy 2019-2024 To approve a new city, cross tenure housing strategy.	All Wards	Cabinet 16 Oct 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy
WV Living Programme To approve the addition of various sites into the WV Living programme.	All Wards	Cabinet 16 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
Citywide Housing Revenue Account Investment Programme - Leaseholder Options To approve the offer of options to leaseholders affected by significant leaseholder charges arising from extensive investment works to Housing Revenue Account properties.	Bilston North; Bushbury North; Ettingshall; Graiseley; Heath Town; Merry Hill; Park; St Peter's; Wednesfield South	Cabinet 16 Oct 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen Beasley Housing Development Project Manager Tel: 01902 554893
Showell Road Gypsy and Traveller Site Management To approve new arrangements for the management of the Showell Road Gypsy and Traveller Site.	Bushbury South and Low Hill	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy

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Sale of land to WV Living - Daisy Bank, Ash Street, Wolverhampton To approve the sale of a parcel of land to WV Living for redevelopment.	Bilston East	Cabinet (Resources) Panel 5 Nov 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
Introduction of Additional and Selective Licensing of privately rented properties in Wolverhampton To approve the proposed consultation for the introduction of private rented property licensing.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
Provision of Accommodation for the House Project To provide up to 10 units of Council housing to Children's Services for the House Project, supplemented where possible by properties provided by partner Housing Associations.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Manager - Housing Strategy and Policy
Acquisition of shared ownership and affordable rent units- The Marches 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.	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

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Consultation on Draft Affordable Housing Supplementary Planning Document To approve the draft Affordable Housing Supplementary Planning Document for public consultation.	All Wards	Cabinet 4 Dec 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038
Private Housing Strategy 2019-2024 To approve the Private Homes Strategy 2019-2024.	All Wards	Cabinet 4 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
Tenant Management Organisation Policy 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.	All Wards	Cabinet 4 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Manager - Housing Strategy and Policy
Corporate Asset Management Fund 2019 - 2024 To approve the Corporate Asset Management Fund budget request 2019 – 2024.	All Wards	Cabinet 4 Dec 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316

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Housing Managing Agents Performance Monitoring Report - Quarter Two July to September 2019 To approve the Housing Managing Agents Performance Monitoring Report for Quarter Two July to September 2019.	All Wards	Cabinet (Performance Management) Panel 16 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy
Disposal of land at Langley Road, Whitburn Close, Vicarage Road and Warstones Drive To approve the disposal of the land at Langley Road, Whitburn Close, Vicarage Road and Warstones Drive to WV Living for residential development.	Heath Town; Merry Hill; Oxley	Cabinet (Resources) Panel 14 Jan 2020	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen Beasley Housing Development Project Manager Tel: 01902 554893
Private Housing Enforcement Policy 2019 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
Allocations Policy Review 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 19 Feb 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy Tel: 01902 555159

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Regeneration					
Future Operating Model for Civic Halls To consider the Future Operating Model for Civic Halls.	St Peter's	Cabinet 16 Oct 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Helen McGourlay Finance Business Partner
Future High Street Grant To approve spend for the preparation of Wolverhampton's Future High Street Fund application due later in 2020.	St Peter's	Cabinet (Resources) Panel 5 Nov 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Isobel Woods Head of Enterprise
External Funding Update 2019-2020 To provide an update on external funding bids and seek necessary approvals for externally funded bids.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Steve Evans Cabinet Member for City Environment	Heather Clark Service Development Manager Tel: 01902 555614
Interchange - land transactions To approve an update on the commercial negotiations around the land transactions required to fulfil the Interchange scheme including budgetary implications that will be met within the overall budget for the projects.	St Peter's	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development

[NOT PROTECTIVELY MARKED]

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City East Gateway - A454 Willenhall Road Phase 1 and 2 Progress Report To receive a progress report on City East Gateway - A454 Willenhall Road Phase 1 and 2.	East Park; Heath Town	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page Service Lead - Transportation Strategy Tel: 01902 551798
Bell Street Development Plot To approve the demolition of the Cleveland Parade property in order to create a future development site with interim car park uses.	St Peter's	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Claire Prince Regeneration Officer Tel: 01902 551262
Former Sainsbury's St George's site 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.	St Peter's	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development Tel: 01902 551262
Black Country Plan Draft for Consultation To approve public consultation on the Draft Plan version of the Black Country Plan.	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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