

Scrutiny Board

17 December 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

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Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting** (Pages 3 - 12)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Schedule of Petitions** (Pages 13 - 22)
- 6 **Quarter 2 Social Care Public Health and Corporate Complaints Report** (Pages 23 - 44)

PRE-DECISION SCRUTINY ITEMS

- 7 **Draft Budget and Medium Term Financial Strategy** (Pages 45 - 64)
- 8 **Work programme** (Pages 65 - 82)
[To consider the Board's work programme for future meetings.]
- 9 **Forward Plan of Key Decisions** (Pages 83 - 102)
[To Consider the Forward Plan]

Attendance

Members of the Scrutiny Board

Cllr Paul Sweet (Chair)
Cllr Jonathan Crofts (Vice-Chair)
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 Wendy Thompson
Cllr Martin Waite

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies for absence**
Apologies for absence were received from Cllr Jacqueline Sweetman. Cllr Martin Waite was in attendance as a substitute.
- 2 **Declarations of interest**
There were no declarations of interest.
- 3 **Minutes of the previous meeting**
Resolved:
 That the minutes of the previous meeting be approved as a correct record and signed by the Chair.
- 4 **Matters arising**
Cllr Bolshaw referred to page 6 of the agenda and the item regarding the Annual Social Care, Public Health and Corporate Complaints Report. Cllr Bolshaw confirmed that he had received feedback from the Customer Engagement Manager regarding the future inclusion of additional contextual information relating to departments and service areas where no complaints had been received.
- 5 **Call-in: Future Operating Model for Civic Halls**
The Chair of Scrutiny Board stated that he had requested the item considered by Cabinet on 16 October 2019 in relation to the future operating model for the Civic

Halls be called-in. This was an important decision for the Council and the City and he considered it important that Scrutiny Board scrutinise the proposed solution and the market intelligence used to inform the decision.

The Board received a presentation from the Director of Finance which provided the background to the decision. The presentation had been prepared by the Council's advisors, IPW, who were unable to attend the meeting due to previous commitments.

IPW had been appointed to advise on the different management options and to carry out market testing with prospective operators. IPW were leading industry advisors and had undertaken similar work for cities across the country (including 70% of UK arenas). IPW had also taken the lead on the development and operation of mid-scale venues in Hull, Swansea and Bradford.

IPW fed back that the Civic Halls was in a strong location with a strong catchment and a higher capacity than its competitors. The Hall was also known to have a good reputation amongst artists and promoters. The Board agreed that maximising income was critical and that it was vital to get what happened in the building right. Income generation would need to consider areas such as promoter relationships and secondary spends whilst also taking into consideration social value.

Four primary operating models had been considered:

1. Self-operation: In house through the Visitor Economy Team
2. Self-operation: Trust
3. External operation: Lease arrangement
4. External operation: Management agreement

Each of the above options had different features in terms of control over the day to day operation, the level of financial exposure, the certainty of financial income (risk), the level of building risk retained by the Council and the level of annual financial return to the Council to contribute to the capital investment.

It was stated that an external operator would normally be expected to generate higher revenue surplus due to expertise, promoter networks and commerciality. Any external operator would also have programming freedom. The Board considered the different operating models and the associated levels of control, risk transfer and cost certainty. It was confirmed that the Council would be able to specify certain contractual requirements such as payment of the living wage.

Market testing had been carried out and discussions held with ten industry operators, with significant interest being shown from eight (very high). Feedback had been positive with operators considering that the venue would generate a profit, that they would be interested in a lease agreement and that there would be a strong guaranteed annual payment to the Council to support repaying the borrowing. Competition, catchment and product were key. It was confirmed that in any scenario, the Council would retain ownership of the building.

The preferred option (option 3), was to have a lease arrangement with a private sector operator, paying annual rent to the Council. This type of arrangement was viable in a strong market where operators could be sure of a commercial return, with

all operating risk transferred to the operator. This option would provide an opportunity for the Council to receive profit share above threshold.

The Director of Finance provided examples of similar projects including Bradford Odeon, Bonus Arena, Hull and Swansea Arena; all of which had been led by IPW.

The Board considered the use of the term world class when describing the Civic Halls. The Chief Executive stated that there had been a lot of testimony from acts who had appeared at the venue and feedback directly from the industry. It was however not clear what would constitute a world class venue and areas such as profitably, sold out performances and performers choosing to perform there were some possible criteria. The venue had a very good track record as was evidenced by eight out of the ten potential operators showing an interest in the building and it was hoped that it would become one of the leading venues of its type in the UK.

The question was raised as to what other, aspirational regeneration proposals might be feeding into this project such as proposed pedestrianisation of areas of the City centre.

The Director of Finance stated that IPW was aware of the broader aspirations but had looked at the facility for the facilities sake in this instance.

The Chief Executive confirmed that the Council consciously didn't want to bring in other material factors that were not specific to the venue, but that it would be important to capitalise on the visitors who came to the City to visit the Civic Halls.

It was stated by a councillor that it was important to see some success and that option 3 appeared to be the best option but that care had to be taken to ensure that all due diligence was carried out.

A suggestion was made that the Council should be able to run and manage venues such as the Civic Halls itself. The Board considered this option and although there was some sympathy with the suggestion, it was generally agreed that the Council was not always the best organisation to run a commercial facility dealing with bands and publicity and that the safest proposal was to bring the experts in with a contract in place to guarantee income for the Council.

The Chief Executive stated that the Council could not underestimate the complexities of managing such a business and that the Council was dealing with the market leaders who understood the market and what drove consumer behaviour. It was important to get to the market now and do the right deal with due diligence and everything built into the contract that the Council wanted. Once this was done the preferred operator could put their stamp on it and get it operating on a new, higher level by giving it the full range of facilities that modern day consumers demanded. The Chief Executive stated that he was very very confident that the Council could run a successful process and identify a leading operator who would generate income and the benefits that the Council wanted.

The Board agreed and stated that people in Wolverhampton deserved something better and that an external organisation could provide this.

The question was raised as to how much control the Council would retain to balance out requirements of need and not stifle smaller entertainment centres where the Council did have a role to play and how the Civic Halls would support these smaller venues. The Chief Executive stated that this would be taken into consideration as part of the City's visitor offer and that it might be different but would complement what the Council already had to avoid competing markets in the City. It was confirmed that some soft market testing had already been carried out in the City and that had so far proven positive.

Regarding control, the Chief Executive stated that the Council would want the operator to fill the venue with acts that people wanted to see and that this would come down to the market. It was confirmed that safeguards and controls could be built into the contract to specify that the venue not be used for certain things as it was vital to build social value and maximize local benefits through supply chains. Trust would need to be placed in the operator to maximise financial return whilst maintaining public trust and reputation.

It was confirmed that Cabinet would be getting a further report with a full business case at a later date.

Resolved: That Scrutiny Board, following consideration of the called-in decision and supporting information note the decision, which can now be implemented immediately;

- 6 **Scrutiny Review: Rewriting the Narrative - Youth Violent Crime**
The Board welcomed Cllr Obaida Ahmed, Chair of the Scrutiny Review, to the meeting. Cllr Ahmed introduced the draft scrutiny review in to youth violent crime and provided an overview of the main points in the report. The review had been cross-party and provided a platform for placing violence prevention at the heart of the Council's commitment to ensure that everyone in Wolverhampton could live their lives in a safe and supportive environment. Cllr Ahmed thanked everyone who had contributed to the scrutiny review.

The report considered areas of good practice already taking place within the City such as Catch 22, Eyes to Success, the Summer Squad and Believe to Achieve and the good work being carried out by the Council's own Youth Offending Service and Community Safety Team. Alongside this, the report provided evidence and examples of successful initiatives carried out by the Scottish Violence Reduction Unit and made a number of recommendations regarding how these initiatives could be fed into the future West Midlands Violence Reduction Unit.

The report highlighted the importance of early intervention and the necessity of training for all those who had direct contact with young people in order that they might spot the signs of adverse childhood experiences and be able to take appropriate action.

Cllr Ahmed explained that the review had adopted a public health approach and had initially sought to understand and establish the facts regarding youth violent crime. One very important statistic was that only 8% of violence in the City was committed by young people.

Cllr Ahmed stated that no one is born violent but risk factors from birth can lead a young person to violence and it was the responsibility of everyone to try and bring in as many preventative measures as possible to mitigate the risk factors. Cllr Ahmed stated that young people suffering from adverse childhood experiences (ACES) could be up to ten times more likely to be involved in violence by the time they were 18. The review highlighted the vital role of the community in supporting young people to overcome ACES and associated risk factors.

The group had visited the Scottish Violence Reduction Unit (SVRU) and the experience from this had helped to form the core of the review. The SVRU had been on a long journey but what shone through was the passion the team had and this was vital to its success and needed to be replicated in the new West Midlands VRU. The SVRU had also highlighted the importance of involving people with real, lived experiences of trauma who could offer empathy rather than just sympathy to those in need of help and support.

Cllr Ahmed praised the wonderful work that had been carried out over the summer holidays by the Summer Squad which had resulted in a 48% reduction in violence. This was a perfect example of what could be achieved, and it was important that schemes such as this continued.

The Board praised the work done and the report; and thanked Cllr Ahmed and everyone who had been involved in the scrutiny review.

The question was raised as to whether the groups had considered the issue of parental support. Cllr Ahmed stated that yes this had been considered and that it was important to rebuild relationships with all generations and that one area for consideration might be the use of intergenerational centres.

The Board considered that the loss of the youth service had impacted quite strongly on areas of the city and that something positive really needed to come out of the review and that the Council needed to identify the resources needed to support the recommendations in the report.

The Board agreed with Cllr Ahmed that the narrative from the press needed to change and that initiatives such as the Summer Squad needed to be continued in partnership with the Police to help drive down the fear of crime.

The Board also considered the issues associated with school exclusions and considered that more support was needed regarding this as young people were on a road to nowhere once excluded. Schools needed to ensure that exclusion was a last resort. The Board agreed that the referral units in the City were excellent and could really turn children around but when 7 and 8 year children were being excluded there was a need to be concerned.

The Chief Executive stated that many of the initiatives recommended by the review were already being embedded in the work of the Council and that it was vital to ensure that our influence was felt regarding the West Midlands VRU. Most of the work carried out to date had been to understand what would actually make a difference and what was actually meant by youth services today. The Council was committed to supporting young people and setting them on the right path. There was a report planned for Cabinet in January which followed on from the work of the

Summer Squad and the Youth Engagement Strategy. The Council was keen to try new initiatives and was prepared to not always succeed in the quest for what worked. This was the start of a more long-term implementation plan for young people in the City. There were some big challenges ahead.

Resolved: That the report be received and noted.

7 **Annual Scrutiny Review**

The Board considered the Annual Scrutiny Review. The Review highlighted 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.

The report also highlighted upcoming items and developments in the scrutiny function and calendar.

Resolved: That the report be noted.

8 **Quarter 1 Social Care, Public Health and Corporate Complaints Report**

The Board considered the Quarter 1 Social Care, Public Health and Corporate Complaints Report for 2019. The Council's Customer Feedback Team handled complaints, compliments and service enquiries from members of the public. Those relating to social care and public health matters fell under a statutory framework, while the remainder were handled under the council's policy. The report provided an overview of the contacts received during the first quarter of 2019/20.

Resolved: (1) That Scrutiny Board note:

- I. The Statutory Complaints Activity for Children's Services, Adult Services and Public Health, as listed in section 1 of the report.
- II. All the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report.
- III. The new layout and structure of quarter one complaints report.

9 **Updates from the chairs of the scrutiny panels**

The Board considered the updates from the Scrutiny Panel chairs.

1. Stronger City Economy Scrutiny Panel

The Scrutiny Officer read out the update from Cllr Sweetman in her absence.

At the meeting on the 16 July the Panel had considered an item titled *Public Realm, Transport and Linking the City*. Members of the Vibrant and Sustainable City Scrutiny Panel had been invited to attend for this item and many of them did so. The Panel made a number of recommendations including that Cllr Martin Waite be invited to sit as a Member on the newly formed informal Member Reference Group on the Public Realm / Westside Link and that he report back into the Scrutiny process and that the Stronger City Economy Panel receive more information at their next meeting in

September 2019 on the marketing plans for the Public Realm / Westside Link project.

The Panel at their meeting in July considered the Digital Infrastructure Strategy as a pre-decision item. The Panel resolved, that officers co-ordinate with the Council's Communication team on an effective communication and engagement plan promoting the benefits that the successful implementation of the Digital Infrastructure Strategy will bring to the City. Concerns raised at this meeting regarding the Westside Link / Public Realm were re-visited at the September meeting. Members continued to raise a number of serious concerns about the project and agreed that answers be pursued. This will in part be through the new Member Reference Group, which the Portfolio Holder had established.

The Panel also considered the City Identity and Marketing for the City of Wolverhampton. It was clear that good work was ongoing in this area.

2. Vibrant and Sustainable City Scrutiny Panel

Cllr Singh stated that the Panel had considered burial places and capacity at Bushbury Crematorium and that this was the 16th busiest crematorium out of 219 in the UK. Cllr Singh stated that Cllr Leach and her team had been working hard over the past year to provide new burial spaces and that it was an example of good cross panel working that had been praised by the equalities team. The Panel had specifically requested that the bereavements team make sure that the service met with people's expectations and ensured that all religious matters and faith matters were taken into consideration.

The Housing Strategy had been considered as an item of pre decision scrutiny and Cllr Singh stated that a number of good suggestions made by the Panel were noted.

The Panel had also considered *Keep the Street Neat* which included the issue of fly tipping and had a night visit to the casino and a number of night time economy retail establishments.

The Board praised the work of the Trading Standards and Enforcement Team and stated that it had been wonderful to see how they worked with the Police and the sniffer dog.

3. Health Scrutiny Panel

Cllr Page stated that the Health Scrutiny had held a very good public meeting at Linden House in relation to the possible closure of a GP surgery and that the Panel had enjoyed a productive site visit to West Park Hospital.

Cllr Page praised the good partnership working that took place on the Panel with the Clinical Commissioning Group (CCG), Public Health, the Royal Wolverhampton NHS Trust, and Healthwatch amongst others all playing a vital role.

Work of the Panel included looking at GP appointment waiting times, dementia, the CCG annual report, the Public Health annual report and the Healthwatch annual

report. Cllr Page thanked the Scrutiny Officer for his support and stated that he was pleased with how the Panel was working and where it was heading.

4. Our Council Scrutiny Panel

Cllr Brookfield stated that the Panel had started looking at the digital print service which had undergone a major modernisation with new equipment being installed and new ways of working being rolled out. Cllr Brookfield stated that the Panel were going to look at the services' competitiveness in the market at a future meeting to ensure that the Council was at the very least doing all of its own printing.

The Panel would also be looking at asset disposal and had already received a presentation from the Head of Assets. To date everything was on track but the Panel were keen to just keep an eye on things.

The Board queried whether the Panel would be considering the issue of Universal Credit and how much money being taken out of the local economy due to this. Cllr Brookfield stated that the issue was on the workplan for a future meeting.

The Board also considered that work could be done regarding the weak skills base in the City as until this improved local people would not be able to fill the vacancies on offer.

SMART working was on the workplan for a future meeting along with Community Asset Transfers and Council Tax, Business Rates and general indebtedness.

5. Children and Young People and Families Scrutiny Panel

Cllr Potter stated that there had been a very good discussion for the Portfolio Holder Question Time with Cllr Reynolds.

Other items included consideration of findings from external inspections, SEND and exclusions and the Summer Squad.

A detailed item on exclusions was scheduled to come before the Panel in January 2020.

Resolved: That the updates be noted.

10 **Work programme**

Resolved: That the work programme be agreed.

11 **Forward Plan of Key Decisions**

The Board considered the Forward Plan and a request was made to add housing allocations to the Work Plan. It was however noted that this had already been considered by the Vibrant and Sustainable City Scrutiny Panel when a number of related issues and also been discussed. The Housing Allocation Policy was also due to come back to the Panel January 2020.

It was agreed to invite the Director of Assets and City Housing to a future meeting of Scrutiny Board to provide the presentation that had previously been considered by the Panel.

Resolved: That the Director of Assets and City Housing attend a future meeting of Scrutiny Board to provide a presentation on housing allocation.

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CITY OF WOLVERHAMPTON COUNCIL	<h1>Scrutiny Board</h1> <h2>10 December 2019</h2>
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Report title	Schedule of Petitions	
Cabinet member with lead responsibility	Ian Brookfield, Leader of the Council	
Wards affected	All wards	
Accountable director	Mark Taylor, Deputy Chief Executive	
Originating service	Democratic Services	
Accountable employee(s)	Jaswinder Kaur	Democratic Services Manager
	Tel	01902 550320
	Email	Jaswinder.kaur@wolverhampton.gov.uk
Report to be/has been considered by		

Recommendation for decision:

The Scrutiny Board is recommended to note the actions taken to all petitions received by the Council since August 2018.

1.0 Purpose

- 1.1 To note the actions taken in relation to petitions received by the Council since August 2018 that can be found at Appendix 1 to this report.

2.0 Background

- 2.1 The Scrutiny Board received a report on the 9 October 2018 detailing the petitions received by the Council during the previous six months and action taken in relation to all petitions.

3.0 Implementation and Monitoring of the Petitions Scheme

- 3.1 All petitions submitted to the Council are received and monitored by Democratic Services.
- 3.2 Following receipt, petitions will be forwarded to the relevant service which will confirm if the Council can do what the petition asks.
- 3.3 Petitions with fewer than 2,499 signatures are considered and responded to by Employees, within 28 days of receipt by the relevant service area. A summary of responses will be reported to the Scrutiny Board, the relevant Cabinet Member(s), Shadow Leader's office and, where appropriate, the relevant Ward Members.
- 3.4 Petitions with 2,500-4,999 signatures are considered by the relevant scrutiny panel with recommendations made for action by employees or review by the Executive as appropriate.
- 3.5 Petitions with more than 5,000 signatures are considered by Full Council.
- 3.6 As well as ensuring implementation of the Scheme, Democratic Services also monitor actions taken in response to petitions. It was agreed that the Scrutiny Board receive a six monthly report presenting this information. This would ensure that the Board are informed of actions taken in relation to all petitions received by the Council, including those considered by other scrutiny bodies and Full Council.

4.0 Financial implications

- 4.1 There are no financial implications associated with the report recommendation.
[GE/12112019/Z]

5.0 Legal implications

- 5.1 There are no direct legal implications.
- 5.2 The Petitions Scheme referred to in this report ensures that the Council meets it

obligations under the Local Democracy, Economic Development and Construction Act 2009 to have a mechanism for consideration of petitions from the public.

TC/21112019/E

6.0 Equalities implications

6.1 The proposals outlined in this report do not require an equalities analysis. The recommendations will not affect the Council's practice of encouraging, considering and responding to petitions.

7.0 Climate change and environmental implications

7.1 There are no climate change and environmental implications arising from this report.

8.0 Health and Wellbeing Implications

8.1 There are no health and wellbeing implications arising from this report.

9.0 Human resources implications

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

10.0 Corporate landlord implications

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

11.0 Schedule of background papers

11.1 N/A

12.0 Appendices

Appendix 1 – Schedule of Petitions

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Date Received	Issue Raised	Number of Signatories	Responsible Officer	Status and Action Taken
23 August 2018	<p>Remove LIFE anti-abortion organisation from Wolverhampton – E-petition</p> <p>Request the Council to not support LIFE (anti-abortion) charity by allowing them premises for charity shops.</p>	2	Julia Nock	<p>Status – Closed.</p> <p>The lead petitioner was advised that Wolverhampton Council had a contractual and legal duty to be impartial and therefore must not allow professional judgment to be influenced by personal views. Applications for a tenancy are considered individually on its own merits in accordance with Council policy and its compliance under equality implication reports.</p>
21 November 2018	<p>Westside Link Scheme</p>	116	Ruth Taylor	<p>Status – Declined.</p> <p>The Lead Petitioner was advised that the petition would be used as part of the consultation process.</p>
26 November 2018	<p>Keepers lane, Tettenhall traffic</p> <p>Requesting traffic calming measures on Keepers Lane, Tettenhall.</p>	120	Nick Broomhall	<p>Status – closed.</p> <p>The Lead Petitioner was advised that the Highways Operations Manager will arrange for a condition survey and any necessary remedial works on the Keepers Lane will be completed as soon as possible. They were also informed that a new 'Pedestrians in the Road' sign has been requested to be implemented on the road. A review will be completed by the road safety team to assess the 30-mph speed limit and environmental weight limit, with the view of extending it to the City boundary.</p>

Date Received	Issue Raised	Number of Signatories	Responsible Officer	Status and Action Taken
29 January 2019	<p>St Teresa's Catholic Primary Academy, Malins Road</p> <p>Requested that St Teresa's Catholic Primary Academy have access to the old Parkfield School playground for parental drop-off and pick-up parking,</p>	110	Julia Nock/Nick Broomhall	<p>Status – Closed.</p> <p>The Lead Petitioner was advised that new waiting and loading restrictions were implemented at the request of the previous headteacher. They were advised that the request to have access to the playground on the old Parkfield School Site could not be authorised due to a number of known ground condition issues. The request to double curb the pavement would not be sufficient for multiple reasons including: it will lead to accessibility problems for vulnerable road users.</p>
10 May 2019	<p>Stockwell Road Car Park</p> <p>Requested the Council to ensure that Stockwell Road Car Park is locked and secured from a reasonable time per evening till a reasonable time in the morning.</p>	12	John Roseblade	<p>Status – Further update to be provided</p> <p>The Lead Petitioner was advised that CCTV footage had been reviewed and it had showed unwelcomed behaviour such as erratic driving and congregations of youths. Enquiries have been made in regards to a gate being fitted and locked at 20.00 hours. A further update on any significant progress will be provided to the lead petitioner.</p>

Date Received	Issue Raised	Number of Signatories	Responsible Officer	Status and Action Taken
12 June 2019	<p>Wood End Road – E-petition</p> <p>Requested the Council to Introduce appropriate speed reducing measures (speed bumps, speed tables) to assist in reducing the problem of speeding vehicles along Wood End Road, Wednesfield.</p>	9	Nick Broomhall	<p>Status – Closed.</p> <p>The Lead Petitioner was advised that the Traffic and Road Safety Team will look to replace the chevron signs as soon as possible as these will highlight the presence of the bend to approaching drivers. They were also advised that arrangements will be made for the installation of a variable message sign that warns drivers of the bend ahead, when approaching from the south. Wood End Road to be included in the static 30mph speed reminder sign campaign and the installation of speed indicator variable message signs would be looked into on site 1 (Beech Tree Avenue – Blackhalve Lane).</p>
24 June 2019	<p>Road Safety at Junction of Parkfield Road/Thompson Avenue/Birmingham New Road</p> <p>Requested the re-phasing of the traffic signal-controlled junction to provide individual stages for each arm to reduce conflicts for right turning vehicles.</p>	151	Nick Broomhall	<p>Status – Closed.</p> <p>The lead petitioner was advised that their request cannot be granted as it would cause delays on the local highway network. The additional delays would lead to additional red light jumping which would nullify any potential road safety benefits.</p>

Date Received	Issue Raised	Number of Signatories	Responsible Officer	Status and Action Taken
2 July 2019	<p>Bin Collection – E-petition</p> <p>Requested the Council to Collect general and recycling bins weekly rather than fortnightly. It also requested that garden waste bins be provided at no extra charge.</p>	1	Colin Parr	<p>Status – Closed.</p> <p>The Lead Petitioner was advised that due to significant budget cuts the Council had no choice but to make the changes to the bin collections. They were also advised that options were available for the disposal of garden waste and the option of a paid-for service which includes a purple bin.</p>
12 July 2019	<p>Parking restrictions - Bettany Glade/ Westering Parkway/ Wealden Hatch/ Wadesmill Lawns/ Willerby Fold</p> <p>Opposed the proposed waiting restriction order and wished to implement a 20MPH zone instead.</p>	48	Ian Walker	<p>Status – declined.</p> <p>The Lead Petitioner was advised that the petition would be added to the consultation responses and taken into consideration before any decision was made.</p>
5 August 2019	<p>Oxley Library</p> <p>The Lead Petitioner advises that the former Oxley Library site is currently empty and attracting vandals. It has been requested for the Council to consider making use of the site as a youth club / boxing club.</p>	309	Julia Nock	<p>Status – Closed.</p> <p>The Lead Petitioner was advised that The City of Wolverhampton Council are no longer in ownership of the asset as it was sold in March 2015. The current proprietor for the asset, to the best of the Councils knowledge are preparing plans for the development of the same.</p>

Date Received	Issue Raised	Number of Signatories	Responsible Officer	Status and Action Taken
20 July 2019	<p>Seven Cornfields proposed development</p> <p>Opposed the Severn Cornfields development.</p>	12	Michele Ross	<p>Status – Declined.</p> <p>The Lead Petitioner was advised that the petition could not be formerly accepted as it did not meet the requirements outlined in the petition scheme. A petition cannot ask the Council to determine matters which fall under individual planning issues.</p>

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Scrutiny Board

17 December 2019

Report title	Quarter 2 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	Customer Engagement Manager
	Tel	01902 551090
	Email	sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	Leadership Teams - Finance, Governance, Regeneration, Housing, Adult, Children's, Public Health, November 2019 Education, City Environment	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 July 2019 to 30 September 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 detailed in Appendix 3 (Section 1).
2. All the other complaints activity governed by the Corporate Complaints Procedures as detailed in Appendix 3 (Section 2).

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 complaints, including Local Government and Social Care/Housing Ombudsman enquiries received during the second quarter of 2019/20.

2.0 Attachments

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

Appendix 1 – Statutory Customer Feedback Dashboard

Appendix 2 – Corporate Customer Feedback Dashboard

Appendix 3 – Notes to the dashboard – Statutory (Section 1); Corporate (Section 2), Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO)

Appendix 4 – Learning from stage one complaints (corporate, adults, children's and public health)

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 two, the learning and development team has confirmed 16 officers have completed the mandatory corporate complaint training. The team is currently working with the Learning and Development Team to compile an online training module for Children's, Adult and Public Health complaint handling.

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 three cases during quarter two. 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/05112019/O]

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.

[TS/05112019/R]

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

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.

Appendix 1 Statutory Customer Feedback Children and Young People

Quarter 2 (1 July 2019 to 30 September 2019)

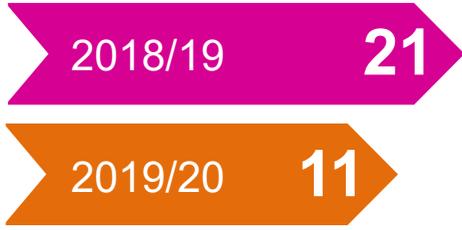
Stage 1 Complaints Received
See Appendix 3 (1.2)



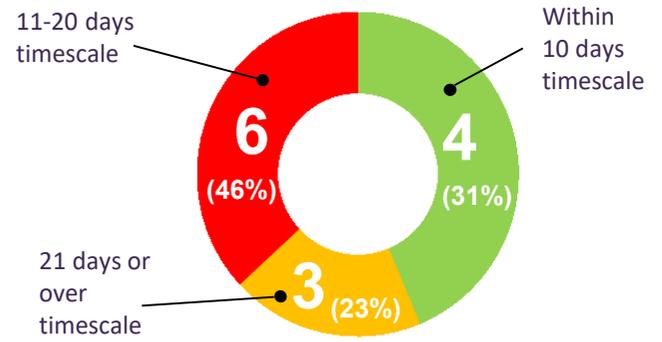
This represents a decrease compared to Q1 (2019/20)



Stage 1 Complaints Comparison for Q2 See Appendix 3 (1.2)



Response Timescales (for complaints closed in Q2) See Appendix 3 (1.3 and 1.4)



Average Complaint Response Time See Appendix 3 (1.3 and 1.4)



Statutory complaints

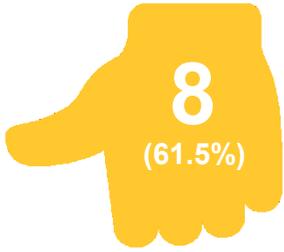


Corporate complaints

Complaints where the Council is at fault (Upheld)
Cases closed during Q2
See Learning Appendix 4



Complaints where the Council is partially at fault
Cases closed during Q2



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

Complaints where the Council is not at fault
Cases closed during Q2

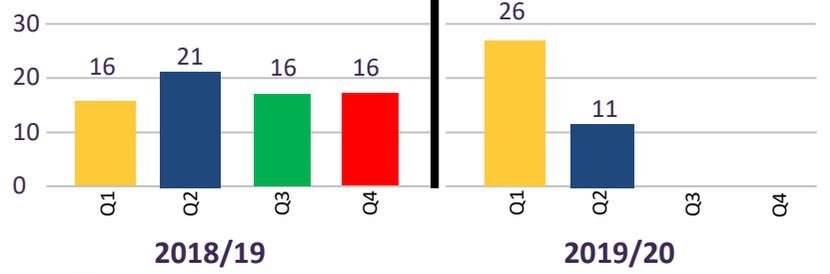


Appendix 1 Statutory Customer Feedback Children and Young People

Quarter 2 (1 July 2019 to 30 September 2019)

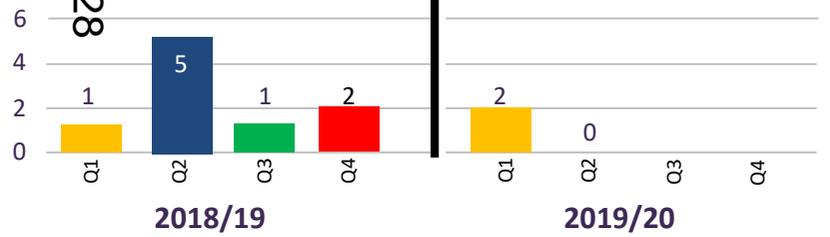
Stage 1 Complaints Comparison – Appendix 3 (1.2)

Breakdown by Quarter



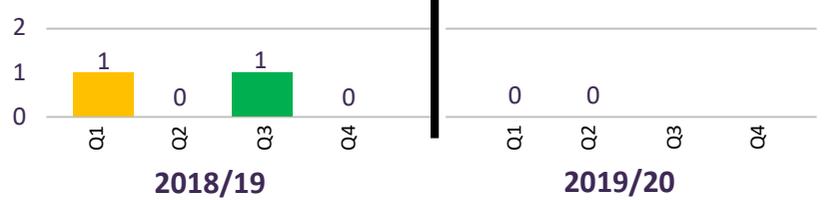
Stage 2 Complaints Comparison – Appendix 3 (1.5)

Breakdown by Quarter



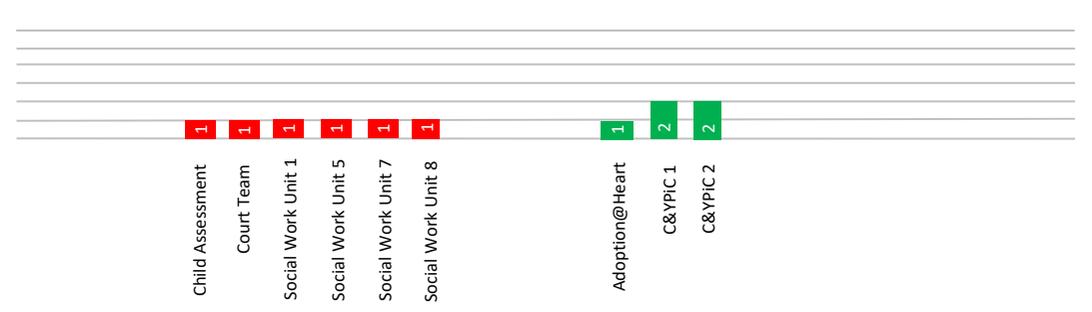
Stage 3 Complaints Comparison – Appendix (1.6)

Breakdown by Quarter



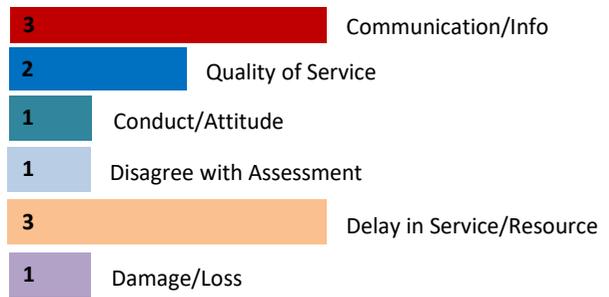
Stage 1 Complaints Received – Appendix 3 (1.2)

Breakdown by Service Area



Stage 1 Complaints Received

Breakdown by Category



33

Compliments Appendix 3 (1.8)

14

Informal Complaints Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Adult Social Care and Public Health

Quarter 2 (1 July 2019 to 30 September 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 a decrease of 9 from Q1 2019/20



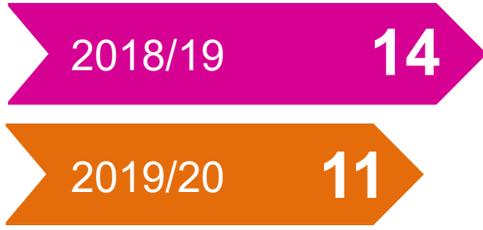
9

Complaints where the Council is at fault (Upheld)
Cases closed during Q2
See Learning Appendix 4



Stage 1 Complaints Comparison

See Appendix 3 (2.1 and 3.2)

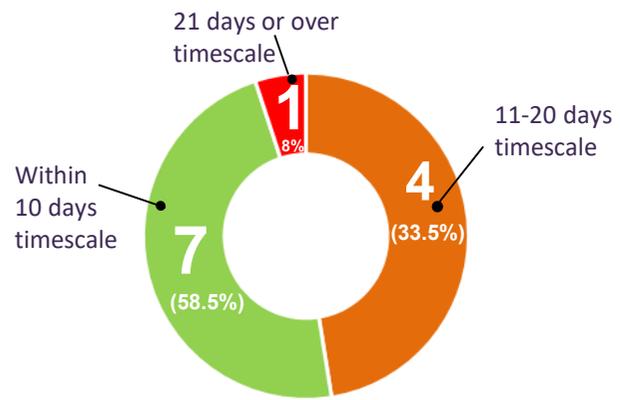


Complaints Where The Council Is Partially At Fault
Cases closed during Q2



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

Response Timescales (complaints closed during Q2) – See Appendix 3 (3.4)



Complaints Where The Council Is Not At Fault
Cases closed during Q2

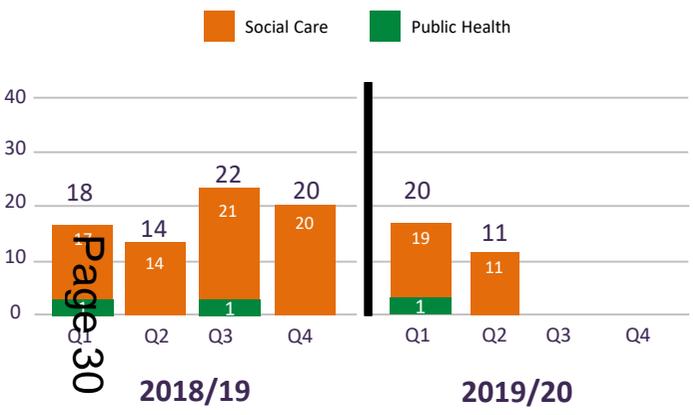


Appendix 1 Statutory Customer Feedback Adult Social Care and Public Health

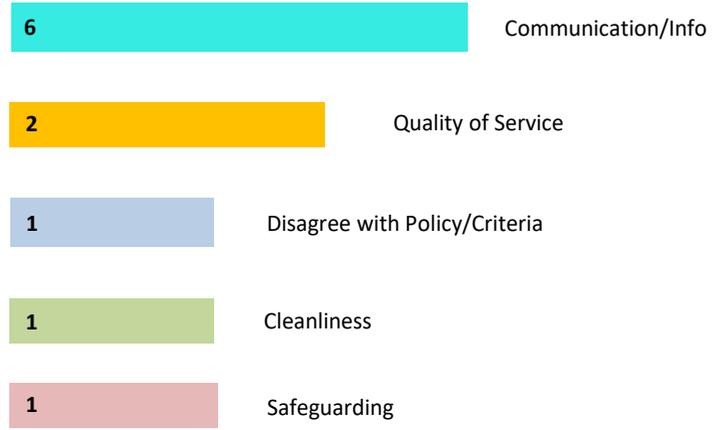
Quarter 2 (1 July 2019 to 30 September 2019)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Stage 1 Complaints Received - Breakdown by Category



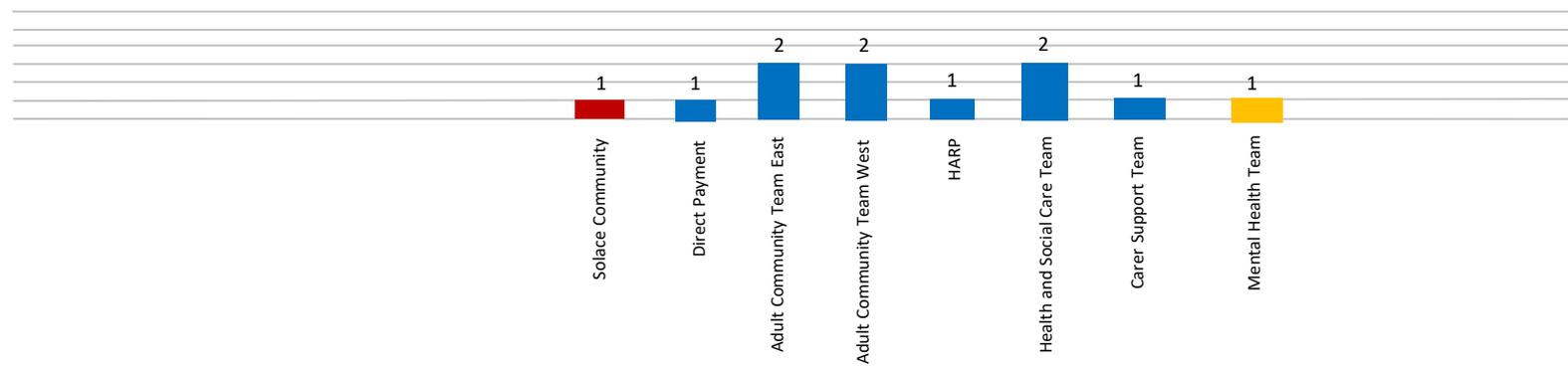
69

Compliments - Appendix 3 (3.5)

8

Informal Complaints Appendix 3 (3.1)

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



- Contracted / Independent
- Older People
- Public Health and Wellbeing
- Disability and Mental Health

Appendix 2

Customer Feedback Corporate Complaints

Quarter 2 (July-September 2019)

Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)



Page 31

Stage 1 Complaints where the Council is at fault

(upheld) See Learning Appendix 4



Issues have been identified from 8 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



Stage 1 Response Timescales

See Appendix 3 (4.4)



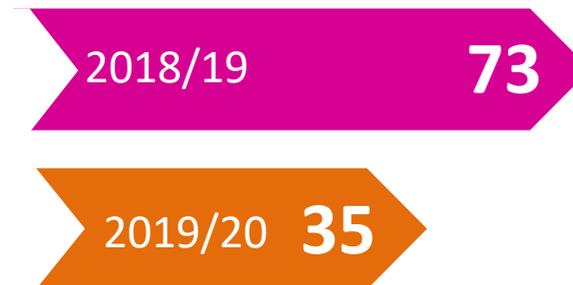
Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison for Q2

See Appendix 3 (4.2)



Stage 1 Complaints decreased by



Decrease of 38 complaints compared to Q2 2018/19

Appendix 2

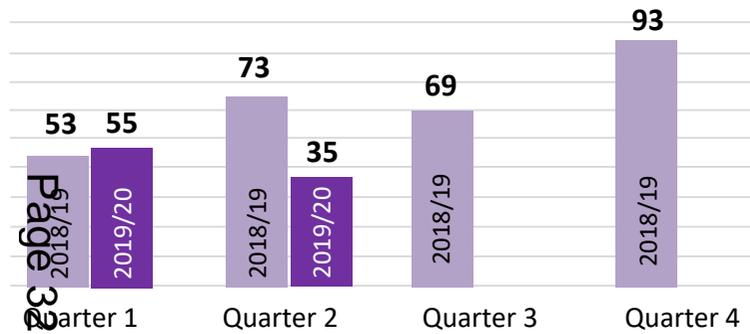
Customer Feedback Corporate Complaints

Quarter 2 (July-September 2019)

Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter

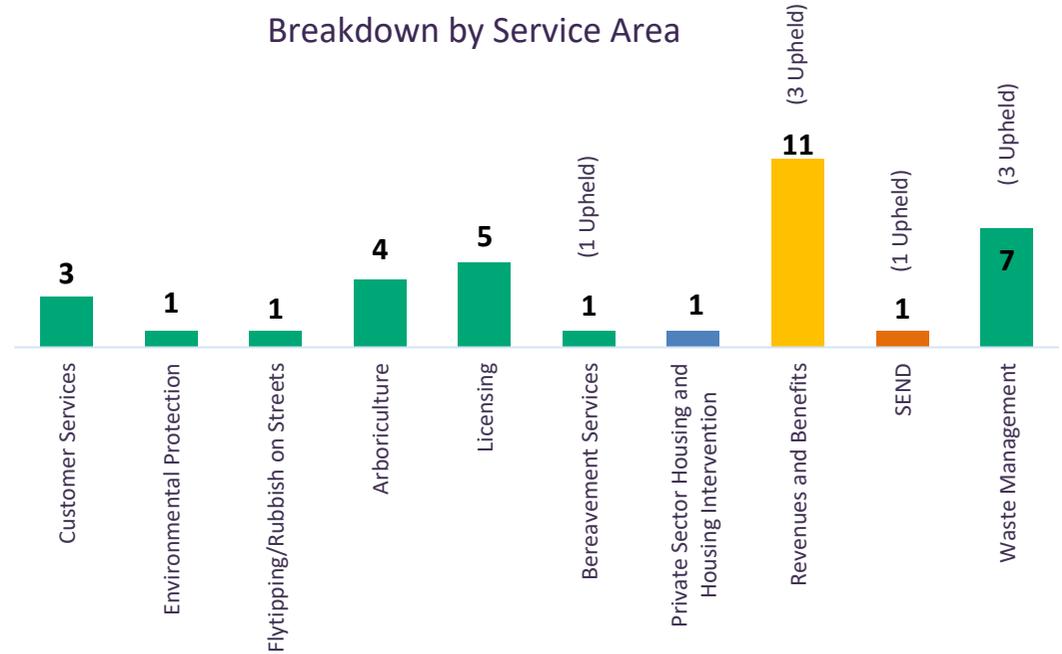


Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

(Complaints were not upheld unless otherwise indicated)

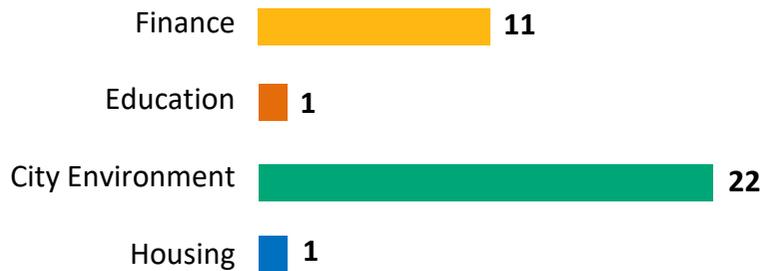
Breakdown by Service Area



Stage 1 Complaints

Breakdown by Directorate

2019/2020



Compliments Received

See Appendix 3 (4.6)

69

Service Requests

Quarter 2
See Appendix 3 (4.1)

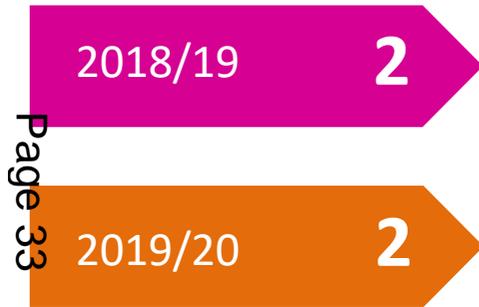
270

Appendix 2

Quarter 2 (July-September 2019)

HO enquiries for Quarter 2

See Appendix 3 (5.2 and 5.4)

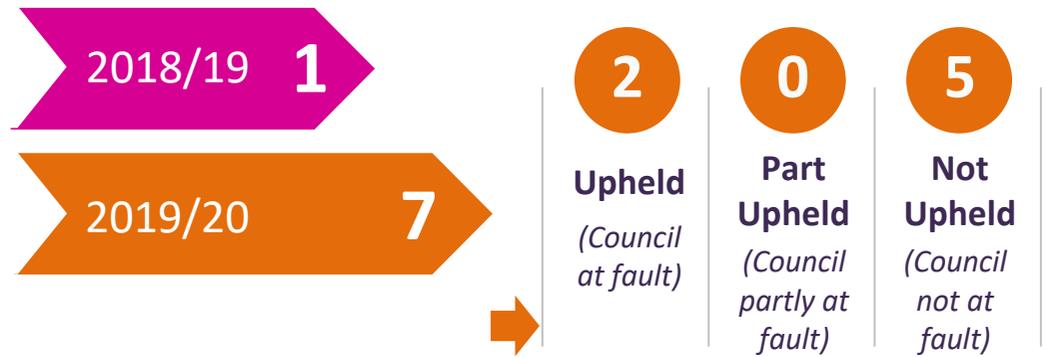


Page 33

Figures constant for 2019/20 Q2 compared to 2018/19 Q2. Customer Feedback team has also received 4 initial HO assessment enquiries for Q2 2019/20.

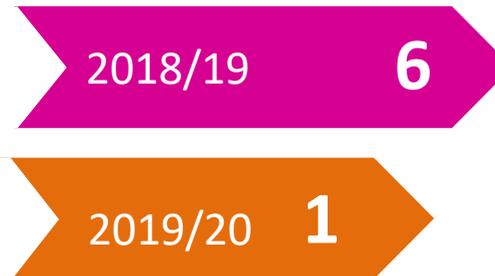
Stage 2 Corporate Complaints Comparison for Quarter 2

See Appendix 3 (4.5)



LGSCO enquiries for Quarter 2

See Appendix 3 (5.1 and 5.3)



Figures decreased for 2019/20 Q2 compared to 2018/19 Q2. Customer Feedback team has also received 8 initial LGSCO assessment enquiries for Q2 2019/20.

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Appendix 4

Customer Feedback Learning from Complaints

Quarter 2 (July - September 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. Please see below a few examples of stage 1 complaint learning

Children's Services – Stage one complaint learning

- *Complaint received in relation to delays in processing request for children's passport. **Learning** – A change and review of admin system.*
- *Delays in finding the children a placement. **Learning** – During monthly placement meetings to escalate any case to senior managers where there has been a delay in sourcing a placement to avoid a crisis emerging.*
- *Complaint in relation to daughter recorded incorrectly under the wrong mother on CareFirst. **Learning** – Ask family members to identify the names of family members as opposed to asking if a named individual is related to them.*

Adult Services – Stage one complaint learning

- *Complaint received in relation to the short break caravan holiday for carers. **Learning** – Our documentation has been revised so that it states that if there are any problems with the caravan that The Carers Support Team should be contacted; contact number included and also if it is out of office hours then contact the caravan site directly.*
- *Complaint in relation to the care received from HARP. **Learning** – To work in accordance with Operational Standards which will be monitored by management and Customer Information Records to be amended accordingly. Staff to be mindful regarding information sharing to ensure confidentiality and protecting information. Managers to ensure sufficient Team Leaders are on Duty to ensure the safe and effective running of the service; Management Team to risk manage and prioritise workload.*

Appendix 4

Customer Feedback

Learning from Complaints

Quarter 2 (July - September 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. . Please see below a few examples of stage 1 complaint learning

Corporate Complaints – Stage one complaint learning

- Page 36
- *Customer called in relation to incorrect bin removed from property, replacement bin not delivered as per request and waste crew entered private gate to retrieve the bin. **Learning** – An apology was issued to the complainant and arrangements were carried out for the correct bins to be delivered. The service has carried out training with the waste officers and reinforced that correct procedures are to be followed; guidelines have also been issued to officers in relation to entering private property*
 - *Complaint in relation to the time taken to produce an EHCP plan. **Learning** - The EHCP plan has been made final and a personal budget agreed. The service has confirmed that additional staff capacity has been agreed to enable the team to be more timely in their statutory duties.*
 - *Complaint in relation to an officer error in handling/processing Council Tax billing; this resulted in errors, causing stress and hardship. **Learning** – The service has confirmed that they will ensure that they action all changes accurately. The account has been withdrawn from enforcement agents and all associated costs removed; a refund has been arranged directly with the customer.*

APPENDIX 3

SECTION 1:

Children's Services, Adult Services and Public Health Complaints Activity 1 July 2019 to 30 September 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; 14 informal complaints were received during quarter two (1 July 2019 to 30 September 2019) compared to 12 received during quarter two 2018/19; an increase of two.

1.2 Stage One Complaints

During quarter two (1 July 2019 to 30 September 2019) the Council received 11 stage one Children's Services complaints compared to 21 during quarter two for 2018/19, a decrease of 10.

The 11 complaints received during this second quarter refer to 9 separate service areas. No service area received a disproportionate amount of complaints, the highest figure of two referred to Children and Young People in Care, Team 1 and 2.

1.3 Timescales

Overall, 13 complaints were responded to and concluded during this second quarter. Four complaints were responded to within ten working days, six within 11-20 working days, and the remaining three 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 13 complaints resolved during this period four were dealt with in accordance with the Children's Act and the average timescale was 11 days. Nine 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 no stage two complaints and, therefore, there were no financial implications for Children's Services.

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.

APPENDIX 3

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 second quarter, a pleasing 33 compliments were received for Children's Services, compared to 19 in quarter two 2018/19. Children's Safeguarding Team and Children and Young People in Care Team 2 received four compliments each. Followed by the Disabled Children and Young People Team and Fostering Team who received three compliments each.

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, there have been no complaints received in quarter two (1 July 2019 to 30 September 2019).

3.0 Adult Social Care Complaints

3.1 Informal Complaints

During quarter two (1 July to 30 September 2019) the Council received eight complaints which were resolved at service level without going through the formal route. This was compared to 24 informal complaints received during quarter two 2018/19, a decrease of 16.

3.2 Stage One Complaints

During quarter two (1 July to 30 September 2019) the Council received 11 formal complaints compared with 14 in quarter two 2018/19; representing a decrease of 3 complaints this quarter. Out of the 11 formal complaints received, there was one complaint 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 11 complaints received covered eight separate service areas; the highest figure of two complaints referred to the Adult Community Team East, Adult Community Team West and the Health and Social Care Team.

3.3 Complaint Category

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

APPENDIX 3

3.4 Timescales

Overall, 12 complaints were responded to and concluded during this second quarter. Seven complaints were responded to within 10 working days, four within 11-20 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 nine 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-nine compliments were received during this second quarter relating to Adult Services. Thirty-one compliments were received for Welfare Rights, including 19 Customer Satisfaction Cards returned. This was followed by ten compliments received for the Bradley Resource Centre.

3.6 Areas of Learning from Complaints

See Appendix 4 for stage 1 learning.

APPENDIX 3

SECTION 2: Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman Complaints Activity 1 July 2019 to 30 September 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 270 service request enquiries were logged with the customer feedback team during quarter two, compared to 303 received during quarter one. 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 quarter (1 July 2019 to 30 September 2019) the Council received 35 stage one corporate complaints compared to 73 during quarter two for 2018/19, a decrease of 38 cases. No service area received a disproportionate amount of complaints. The 35 complaints covering ten separate service areas, the highest figure of 11 complaints referring to Revenues and Benefits, Waste Management received seven and Licensing received five. 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 this quarter (1 July 2019 to 30 September 2019) the main issue of complaint involved failure to provide a service (14), followed by failure to achieve standards/quality (6), dissatisfaction of council policies (5), conduct of employees (4), failure to consider relevant matters (4) and delays in responding or administrative (2).

4.4 Corporate Timescales

The average response time for responding to each complaint is 13 days for quarter two. This figure has improved from the previous quarter of 16 days; the Customer Feedback Team will continue to monitor this average response time with service groups to ensure a reduction is achieved. The response timescale for stage 1 complaints responding within 21 calendar days is 99%, we have therefore achieved our target of target 95%.

4.5 Stage 2 corporate complaints in quarter one

During this quarter (1 July 2019 to 30 September 2019) the Council received seven stage two corporate complaints; out of the seven cases received, two cases were upheld (at fault).

Stage two complaints received as follows:

APPENDIX 3

- City Environment - One complaint received for Customer Services in relation direct debit incorrectly set up for customer; outcome upheld; appropriate learning, recommendations and remedies have been undertaken with the service
- City Environment – One complaint received for Waste Management in relation to changes in refuse collection; outcome not upheld
- City Environment – One complaint received for Licensing in relation to unclear guidelines on website in relation to renewing a vehicle plate; outcome upheld; appropriate learning, recommendation and remedies have been undertaken with the service
- City Environment – One complaint received for Environmental Protection in relation to fly tipping and rubbish on the highway; outcome not upheld
- City Environment – Environmental Services (Arbor) in relation to maintenance/health and safety of tree at the front of a property; outcome not upheld
- Finance – One complaint received for Revenues and Benefits in relation to council tax liability; outcome not upheld
- Regeneration – One complaint received for Planning Department in relation to new development site; 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 this quarter (1 July 2019 to 30 September 2019) the Council has received 69 compliments, an increase from the previous quarter. Bereavement received 25, followed by Planning receiving 20 and Customer Services receiving 6.

4.7 Area of Learning for Corporate Compliments

See Appendix 4 for stage one learning.

5.0 Local Government and Social Care Ombudsman/Housing Ombudsman

5.1 Local Government and Social Care Ombudsman Enquiries

During this quarter (1 July 2019 to 30 September 2019) the council received one Local Government and Social Care Ombudsman enquiry as follows:

- Children's Services received one enquiry for Children and Young People in Care in relation to the Council failing to fully implement the recommendations made by the stage three panel in a timely manner; outcome upheld; maladministration and injustice; an action plan has been compiled and appropriate remedies and learning has been carried out by the service

5.2 Housing Ombudsman Enquiries

During this quarter (1 July 2019 to 30 September 2019) the council received two enquiries from the Housing Ombudsman for Wolverhampton Homes as follows:

- One complaint received in relation to communal garden upkeep and tree maintenance; outcome no maladministration
- One complaint received in relation to landlord's response to a complaint concerning damp and cold in a property; awaiting outcome

APPENDIX 3

5.3 Local Government and Social Care Ombudsman (LGSCO) assessment enquiries

During this quarter (1 July 2019 to 30 September 2019) the council received eight Local Government and Social Care Ombudsman assessment enquiries.

Wolverhampton Homes received two complaints as follows:

- Homeless Team – one complaint in relation to the Council's failure to support complainant and two children with their housing situation; outcome premature complaint escalated through complaints procedure
- Homeless Team – one complaint in relation to homeless application and advice provided to the complainant in relation to her tenancy; awaiting outcome

Finance received two complaints as follows:

- Revenues and Benefits – one complaint in relation to complainant not received overpayment decision and therefore could not appeal; outcome closed after initial enquiries, out of jurisdiction
- Revenues and Benefits – one complaint in relation to service received in relation to complainant's council tax; outcome closed after initial enquiries, no further action

City Housing received one complaint as follows:

- Facilities – one complaint in relation to charging for toilet facilities in park; outcome closed after initial enquiries, no further action

City Environment received two complaints as follows:

- Environmental Services – one complaint in relation to work carried out at a property due to asbestos in the soil; outcome closed after initial enquiries, no further action
- Licensing – one complaint in relation to handling of private hire licence; outcome, Ombudsman has passed to investigation team for further consideration

Governance received one complaint as follows:

- Democratic Support – one complaint in relation to an appeal against the refusal of a school place; outcome closed after initial enquiries no further action

5.4 Housing Ombudsman assessment enquiries

During this quarter (1 July 2019 to 30 September 2019) the council received four Housing Ombudsman assessment enquiries for Wolverhampton Homes.

- One complaint in relation to delays with fixing a leak at complainant's property and issues with the repairs; outcome premature complaint; complaint has been logged and is under investigation
- One complaint in relation to not receiving a response to concerns in relation to anti-social behaviour; awaiting outcome

APPENDIX 3

- One complaint in relation to hot water being disconnected, concerns with disrepair of barrier and installation of security cameras; outcome premature complaint; complaint has been logged and is under investigation
- One complaint in relation to right of access to shared pathway; awaiting outcome

6.0 Action Plans/Learning

6.1 See attached dashboard.

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Scrutiny Board

17 December 2019

Report title	Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024	
Cabinet member with lead responsibility	Councillor Ian Brookfield Leader of the Council	
	Councillor Louise Miles Resources	
Wards affected	All	
Accountable director	Claire Nye, Director of Finance	
Originating service	Strategic Finance	
Accountable employee	Alison Shannon	Chief Accountant
	Tel	01902 554561
	Email	Alison.Shannon@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board	2 October 2019
	Cabinet	16 October 2019
	Health Scrutiny Panel	7 November 2019
	Vibrant and Sustainable City Scrutiny Panel	7 November 2019
	Adults and Safer City Scrutiny Panel	12 November 2019
	Our Council Scrutiny Panel	20 November 2019
	Stronger City Economy Scrutiny Panel	25 November 2019
	Children, Young People and Families Scrutiny Panel	27 November 2019

Recommendations for decision:

The Scrutiny Board is recommended to:

1. Review the comments of each Scrutiny Panel and provide further feedback to Cabinet on the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024, including budget proposals, and how it is aligned to the priorities of the Council.

1.0 Purpose

- 1.1 The purpose of this report is to seek Scrutiny Board's feedback on the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 including budget proposals, and how it is aligned to the priorities of the Council, which was presented to Cabinet on 16 October 2019.

2.0 Background

- 2.1 Since 2010-2011 despite the successive cuts in Council resources, which have led to significant financial challenges, the Council has set a balanced budget in order to deliver vital public services and city amenities. Over the last eight years the Council has identified budget reductions in excess of £220 million. The extent of the financial challenge over the medium term continues to represent the most significant challenge that the Council has ever faced, with reducing resources, growing demand for services and significant cost pressures.
- 2.2 The Budget and Medium Term Financial Strategy (MTFS) 2019-2020 to 2023-2024 was presented to Full Council for approval on 6 March 2019. The Council was able to set a balanced budget for 2019-2020 without the use of General Fund reserves. However, it was projected that the Council would be faced with finding further estimated budget reductions totalling £27.3 million in 2020-2021 rising to £40-£50 million over the medium term to 2023-2024.
- 2.3 Since then, work has been ongoing across the Council to identify opportunities in line with the Five Year Financial Strategy to support the budget strategy for 2020-2021 and future years, whilst also analysing emerging pressures and potential resources available to the Council, following the Spending Round 2019 announcement on 4 September 2019.

3.0 Our Council Plan 2019-2024

- 3.1 The Council's strategic approach to address the budget deficit continues to be to align resources to Our Council Plan 2019-2024 which was approved by Full Council on 3 April 2019.
- 3.2 Our Council Plan, developed with the people of the City of Wolverhampton at its heart, sets out how we will deliver our contribution to Vision 2030 and how we will work with our partners and communities to be a city of opportunity. The plan includes six strategic priorities which come together to deliver the overall Council Plan outcome of 'Wulfrunians will live longer, healthier and more fulfilling lives.' Over the medium term, resources will continue to be aligned to enable the realisation of the Council's strategic priorities of achieving:
- Children and Young People get the best possible start in life
 - Well skilled people working in an inclusive economy
 - More good jobs and investment in our city
 - Better homes for all

- Strong, resilient and healthy communities
 - A vibrant, green city we can all be proud of.
- 3.3 All of the strategic outcomes will be supported by the 'Our Council' Programme, which will help us drive organisational improvement and development.
- 3.4 The Financial Strategy, approved by Council in March 2019, consists of five core principles underpinned by eight core workstreams. Using the Core Workstreams as the framework for the Financial Strategy detailed delivery plans are being developed all with a lead director. The core principles are:
- **Core Principles:**
 - **Focusing on Core Business.** Focus will be given to those activities that deliver the outcomes local people need and which align to our Council Plan and Financial Strategy.
 - **Promoting Independence and Wellbeing.** We will enable local people to live independently by unlocking capacity within communities to provide an effective and supportive environment.
 - **Delivering Inclusive Economic Growth.** We will continue to drive investment in the City to create future economic and employment opportunities.
 - **Balancing Risk.** We will ensure we base decisions on evidence, data and customer insight.
 - **Commercialising our Approach.** We will boost social value in our City by maximising local procurement spend with people and businesses.
- 3.5 The Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 has been considered by all Scrutiny Panels during November. The feedback from each Scrutiny Panel is included in Appendices 1 to 6. This feedback along with further comments received at Scrutiny Board on 17 December 2019 will be sent as a formal response to Cabinet.
- 3.6 If there are substantial changes or recommendations of the Scrutiny Board are not accepted, then the Scrutiny Board will consider the budget again in February 2020, following an update to Cabinet on the Local Government Finance Settlement.
- 3.7 If there are no changes to proposals considered by Scrutiny, the outcome of this Board meeting will be incorporated into the final Cabinet budget report, scheduled for February 2020, ahead of Full Council considering the budget in March 2020.
- 3.8 In order to limit the volume of paper used as part of the budget reporting process, the Cabinet report has not been appended to this covering report. Board members are instead requested to bring their copy of the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 report, which was circulated with the 16 October 2019 Cabinet agenda. Details of all the Council's individual budget reduction and income generation proposals, including the latest to be considered by Cabinet on 16 October 2019, can be found on the Council's website at:

<https://www.wolverhampton.gov.uk/your-council/corporate-finance/view-councils-savings-proposals>.

4.0 Scrutiny Board Recommendations

4.1 Comments from each of the Scrutiny Panels is included at:

1. Appendix 1 – Health Scrutiny Panel
2. Appendix 2 – Vibrant and Sustainable City Scrutiny Panel
3. Appendix 3 – Adults and Safer City Scrutiny Panel
4. Appendix 4 – Our Council Scrutiny Panel
5. Appendix 5 – Stronger City Economy Scrutiny Panel
6. Appendix 6 – Children, Young People and Families City Scrutiny Panel

4.2 The Board is requested to review the comments and further scrutinise the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 and how it is aligned to the priorities of the Council, for submission to Cabinet.

4.3 In addition to commenting on investment in services and proposals, the Board may also request additional information or clarification. Any such requests will be noted separately, either for consideration by the Board or a Scrutiny Panel at a future date, or for information to be forwarded to the Panel members concerned.

5.0 Financial implications

5.1 The financial implications are discussed in the body of the report, and in the report to Cabinet.
[MH/06122019/O]

6.0 Legal implications

6.1 The legal implications are discussed in the report to Cabinet.
[TS/06122019/R]

7.0 Equalities implications

7.1 The equalities implications are discussed in the report to Cabinet.

8.0 Environmental and climate change implications

8.1 The environmental and climate change implications are discussed in the report to Cabinet.

9.0 Human resources implications

9.1.1 The human resource implications are discussed in the report to Cabinet.

10.0 Corporate landlord implications

10.1 The corporate landlord implications are discussed in the report to Cabinet.

11.0 Health and wellbeing implications

11.1 The health and wellbeing implications are discussed in the report to Cabinet.

12.0 Schedule of background papers

12.1 Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024, report to Cabinet, 16 October 2019.

Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024, reported to:

Children, Young People and Families Scrutiny Panel	27 November 2019
Health Scrutiny Panel	7 November 2019
Stronger City Economy Scrutiny Panel	25 November 2019
Adults and Safer City Scrutiny Panel	12 November 2019
Our Council Scrutiny Panel	20 November 2019
Vibrant and Sustainable City Scrutiny Panel	7 November 2019

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Health Scrutiny Panel - 7 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract

The Finance Business Partner presented a report on the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024. He commented that there weren't any specific saving proposals which fell within the remit of the Panel. They were seeking feedback on the budget relevant to the remit of the Panel and how it was aligned to the priorities of the Council. In addition they were asking for feedback on the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024, including budget proposals that were relevant to the remit of the Panel. In October 2019, Cabinet had been informed that after taking into account projected changes to corporate resources and emerging pressures, the projected remaining budget deficit for 2020-2021 would be in the region of £3.9 million, rising to £20 million over the medium term period to 2023-2024.

The Finance Business Partner stated that the report also made reference to the Medium Term Financial Strategy including provision for a real terms increase to the Public Health Grant budget in 2020-2021. This had been announced by the Government in the Spending Round 2019 to ensure local authorities could continue to provide prevention and Public Health interventions.

The Director for Public Health remarked that the £20 million grant from Government to Public Health did come with some mandatory requirements, which included having to provide the Health Child Programme, Sexual Health Services and NHS Health checks. Despite the Public Health Grant being reduced year on year, it was refreshing to be able to list the successes detailed in paragraph 5.3 of the report. This had included increasing the number of health checks offered to the eligible population. The City had moved from one of the lowest performing areas to top quartile within the year.

The Director for Public Health commented that the number of rough sleepers had reduced, which was pleasingly in contrast to the national trend. Substance misuse treatment had significantly improved meaning recovery rates were better with more people finding employment. They had moved from a treatment to recovery focus. The performance of the Healthy Child Programme was at its best since Public Health had transferred to the Council in 2013. He believed the most important check to be at 2 -2.5 years old as this was to try and ensure every child was ready for school. Performance was currently at 72.6%. They were working closely in partnership with the Royal Wolverhampton NHS Trust on the Health Child Programme. Public Health also provided the drug and alcohol services for the City, which was not a mandatory requirement, but a requirement locally.

The Chair referred to the budget risks in appendix 1 to the report detailed on pages 26 and 27 of the agenda pack. As some of the risks were out of the authority's control, he asked what the Council was doing to mitigate them. He noted that four

items were currently listed as red risks. The Finance Business Partner commented that the fact that the risks had been identified enabled the Council to better prepare. They were always addressing whether the risk was appropriate and constantly reviewing emerging pressures. The Director for Adult Services stated that the Council would continue to look for proposals to help contribute towards the saving gap.

A Member of the Panel stated that it would be helpful for a footnote on the risk register to identify whether it was external funding or resources and therefore outside of the Council's control.

Resolved: That the Scrutiny Panel response be finalised by the Chair and Vice Chair of the Scrutiny Panel and forwarded to Scrutiny Board for consideration.

**Vibrant and Sustainable City Scrutiny Panel – 7 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract**

The Finance Business Partner presented the report and explained the changes to the content to whole budget approach. The Finance Business Partner highlighted the specific budget proposals relating to the remit of the Panel and invited Panel members to comment. The Panel's comments would be included in a report to Scrutiny Board and then onto Cabinet.

The Panel queried the rationale for the proposed review of the WV Active Business Model to reducing reliance on agency staff. The Director of Public Health explained that the plan was to offer employees more financial stability, by shifting to employees from sessional work to permanent employment. The change would help to grow the quality of the workforce and offer a career path. The change would also help to improve the quality of the service and respond to increased growth in membership of WV Active from 5,000 to 10,000 during the last few years. The Director of Public Health commented on the importance of getting customer feedback about their experiences and making changes to the offer with the aim of improving the overall quality.

The Director of Public Health commented on the vision for using other settings such as parks and open spaces to respond to increasing public interest in wanting different opportunities and settings to improve their health and fitness.

The Cabinet Member for City Environment commented on the progress made to improve the fitness and leisure offer and the success of initiatives aimed at increasing the number of WV Active members. The Cabinet Member outlined the vision for the future of the current offer and actively looking for opportunities to host sporting events such as Judo Championships at local venues such as Aldersley Leisure. The ambition was to attract investment that could develop a velodrome in Wolverhampton for hosting national competitions and make it attractive location for countries attending the Commonwealth Games wanting a base for their preparation. The Cabinet Member outlined ideas for developing the offer at local parks.

The Director for City Environment added that work was being done to look for opportunities to promote Wolverhampton as potential location for activities linked to the Commonwealth Games in 2021 and to raise its profile. The Panel discussed the importance of the canal network as part of the improved leisure offer and the benefits of past investment in attracting more interest and suggested that this should also be part of the vision for the future leisure offer in Wolverhampton. The Director of Public Health commented on the analysis done to understand the reasons why people stop attending events and activities. This had been completed through feedback and surveys to better understand the reasons. There was a focus on improving the quality of the offer. The Panel discussed if the proposals would lead to a reduction in the number of people offering sessions. The Panel were reassured that the aim was to maximise the number of instructors and continue to improve the leisure offer.

Resolved: The Panel agreed to note the report.

**Adults and Safer City Scrutiny Panel – 12 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract**

The Finance Business Partner presented the budget report and explained the changes made to the content in response to feedback during the consultation period. The Panel were invited to comment on the budget proposals relevant to its remit. The Panel were advised that comments on the proposals would be added to a report to be considered by Scrutiny Board before being presented to Cabinet.

The Finance Business Partner advised the Panel that an extra £6.2 million had been added to the adult social care budget to address budget pressures. The Director of Adult Services outlined the range of budget pressures and challenges that the service had faced, such as meeting the commitment to the National Living Wage, which had proven to be more difficult to achieve than originally expected.

The Director of Adult Services commented on the five core principles that supported the workstreams aimed at supporting the achievement of the priorities detailed in the Our Council Plan 2019-24, which related to adult social care. The Director of Adult Services added that he wanted to avoid following a 'salami slicing' approach to meeting savings targets and instead the focus had been on introducing different models for transforming the service. The changes were aimed at achieving a better balance between the quality of service offered and meeting budget savings targets. The following were given as examples, Transforming Adult Social Care Programme, the Better Care Programme and work done as part of Sustainable Transformation Programme (STP), which is a partnership of health and care services working across the Black Country.

The Panel were advised that the STP was looking at delivering more cost-effective joint commissioning of services, which sometimes were better done at a Black Country level rather than each authority providing their own local service, which could be difficult and also more costly due to the small numbers.

The Panel queried the lack of detail in the proposed restructure of the Commissioning Team and would have liked to have seen information about the current and proposed new structure to allow more informed comment. The Director of Adult Services advised that details about the changes to the structure were currently part of discussions with employees and trade unions, so he was not able to comment in a public meeting or provide more details in the report at the current stage. The Panel queried the expected impact on the service of meeting the savings target of £300,000 and whether this would involve the deletion of specific posts. The Director of Adult Services advised that no decision had been made yet and some of the savings could be achieved through the process of voluntary redundancies and the deletion of vacant posts to achieve the savings target.

The Panel queried the reference to the core principles and specifically the idea of unlocking capacity within communities to provide an effective and supportive

environment. The Panel were concerned about the reduced capacity with the voluntary sector due to previous funding reductions and the extent to which this aim was achievable in the current circumstances. The Panel added that the number of community groups needed practical financial support ranging from getting help with venue and refreshments costs, to continue providing a service.

The Director of Adult Services advised that the majority of the adult services budget was spent on meeting statutory needs where people have been assessed under nationally set eligibility criteria. This presented a challenge to the Council in meeting those needs and demands for funding where there was no statutory responsibility. The Director of Adult Services accepted that the voluntary sector needed extra financial support and there was a commitment to work constructively, while continuing to manage budget pressures on the service.

The Panel discussed the proposals listed in the papers linked to aim of transforming adult social care. The Panel queried the options being considered as part of the review of Blakenhall dementia day service provision and expressed concern about reducing funding in this area. The Director of Adult Services advised the Panel that no detailed decisions had been made yet, but there were discussions ongoing to look at how current services were delivered.

The Panel were reassured that the savings proposals did not affect the provision of the day services at Blakenhall. A number of different models of best practice were being considered for the provision of meals. The Director of Adult Services advised that the final budget proposals would be presented to Cabinet on 19 February 2020. The Panel discussed the idea of considering the outline budget proposals presented at a future meeting when more detail would be available to assess them against Council's priorities and their likely impact on the service. The Director of Adult Services commented that the transformation programme was looking at different ways of supporting people, for example, supporting a person into employment as an alternative to visiting the local day centres. Many of the current adult care services were based on ideas developed in the 1980s and as demand changed, the offer also needed to change.

The Panel queried current progress on completing a more detailed assessment of the equalities and health implications of the budget savings proposals. The Director of Adult Services advised that a full equalities impact assessment would need to be done. An initial assessment on the proposals had been done.

Resolved:

1. The Panel comments on the budget proposals to be included in the feedback to Scrutiny Board before it is presented to Cabinet.
2. The Panel agree that the Chair and Vice Chair approve the final response that is sent to Scrutiny Board.
3. The Panel agree to add to the work programme, reports on the budget proposals when further details became available to consider their impact and to make recommendations to Cabinet as appropriate.

**Our Council Scrutiny Panel- 20 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract**

The Finance Business Partner introduced the report and invited Panel members to comment on the budget proposals relevant to the remit and how they were aligned to the priorities of the Council.

The Cabinet Member advised the Panel that the Council is waiting for details of the financial settlement and specifically the level of funding support for Adult Social Care was a key challenge. The delay in the publication of the Green Paper on the future of funding for Adult Social Care had added to the difficulties in responding to the challenge of meeting increasing levels of demand and rising costs of providing the service. The Government had stated that it was committed to bringing forward proposals to support adults and children's social care future funding provisions in due course.

The Panel discussed the approach taken by other local authorities across the West Midlands to meeting pressures on the social care budget. The Director of Finance advised the Panel that an announcement on provisional local government settlement 2020-2021 was originally planned for December 2019, but was now unlikely to be announced until the new year. The Director of Finance commented on the range of external factors which had made it difficult for local authorities to plan with any degree of confidence and the risks due to the lack of certainty about the level of future funding. The local authorities across the West Midlands continued to make representations to Government about future funding of the social care system.

The Panel discussed references in the election manifesto about the plans for funding adult social care in the future. The Panel queried the presentation of gross expenditure and income figures in Table 1 of the report and reasons for why it is different from standard business practice. The Director of Finance explained that local authorities are required to follow the standards published by Chartered Institute of Public Finance Accountancy (CIPFA) and also needed to comply with International Financial Reporting Standards. The Council follows the correct convention for the public sector, which is consistent with the format of the figures presented in the report. This was also consistent with the format of the Statement of Accounts, which were approved by Grant Thornton, who are the Council's auditors.

The Panel queried the reference in the report to work being done to identify efficiencies in order to reduce the budget deficit in adults and children's services due to uncertainty about future levels of funding. The Director of Finance commented on the introduction of new working methods such as 'three conversations' in adult social care and work done in collaboration to improve the efficiency of services.

The Panel were invited to comment on the specific proposals detailed in the report. A summary of the key points is given below:

Communication Services Review

A member of the Panel welcomed the reduction in expenditure in the service and planned to generate income in the future.

Efficiencies through Contract Procurement and Management

No Panel comments

Finance Efficiencies

No Panel comments

Governance - Efficiencies

The Panel were advised that a new Director of Governance had recently been appointed and would be asked to identify efficiencies and new income generation opportunities. The Panel suggested that the Director of Governance be invited to a future meeting to give a briefing on priorities for the service. The 11 March 2020 was suggested as a provisional date.

HR Business Improvement Review

The Panel asked for clarification on the savings target for the proposal. The Head of Human Resources, explained that savings would be achieved by the introduction of new recruitment processes and changes in back-office arrangements, supported by the introduction of self-service systems.

Organisational Development Review

No Panel comments

Staff Terms and Conditions

No Panel comments

Resolved:

1. The Panel's comments on the Draft Budget and Medium-Term Financial Strategy 2020-21 to 2023-24 and the draft budget proposals relevant to the remit of the Panel to be included in the response to Scrutiny Board for consideration.
2. A final response to be finalised by the Chair and Vice Chair.
3. The Director of Governance to be invited to a Panel meeting on 11 March 2020.

**Stronger City Economy Scrutiny Panel- 25 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract**

A report was considered seeking the Panel's feedback on the budget relevant to its remit and how it was aligned to the priorities of the Council.

In addition to this, the Panel's feedback was also sought on the Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 that was presented to Cabinet on 16 October 2019 including budget proposals relevant to the remit of the Panel.

The Panel welcomed the Finance Business Partner to the meeting. It was noted that the format of the report was slightly different this year. The net revenue budget 2019-2020 for Stronger City Economy was £6.4 million and the approved General Fund capital programme 2019-2020 to 2023-2024 was £159.6 million.

The Panel queried the format of the reports and the fact that income was shown in parenthesis which was different to how some members were used to seeing it; there was concern that it could lead to confusion.

It was noted that businesses and local authorities had to abide by different accounting rules and officers agreed to circulate copies of the appropriate guidance from the Chartered Institute of Public Finance and Accountancy (CIPFA).

The Panel considered that many of the items under its consideration dealt with improving and changing the City to attract more people and increase footfall. Concerns were therefore raised about the table on page 15 of the agenda which appeared to show a weaker budget in this area when a stronger budget was required if the aims of the Council and the aspirations of the Panel were to be realised.

The Panel referred to the City Learning Quarter budget listed on pg. 16 of the report and were understanding as to why a large budget was required for this but queried what the Targeting Disposals Programme was. Officers confirmed that this dealt with properties the Council owned that they were looking to dispose of in order to make the Council's estate more efficient.

The Panel also considered the tremendous impact that Wolves at Work had had on the City and questioned the proposal to discontinue its funding. Officers explained that they were currently looking for ways to fund the initiative into the future and confirmed that money from the City Learning Quarter and Cultural Estates could not be used as one was capital and the other was revenue.

The Panel questioned whether there might be any funding available through the West Midlands Combined Authority to help fund Wolves at Work which had now

helped get just under 5000 residents into work and facilitated 600 business engagements (more than had been originally expected).

Officers stated that there had originally been £1.5 million input for the Council to Wolves at Work and £1.5 million from the Department for Work and Pensions and it was incumbent on the Council to evidence how it had used these devolved funds. There was another year of funding up to 2021 and it was important for the Council to make the initiative sustainable and prove this to the West Midlands Combined Authority and Central Government. Officers were also looking at what funding might be available from Europe.

The Panel considered that a potential source of funding might be businesses that had benefitted from the initiative and stated that it was vital that the Council found a way to sustain this very successful model.

The Panel queried whether there were any figures to show the real impact the initiative had led to and the knock-on effect of people now being in work and not at home and issues such as medical costs. Officers agreed that yes, this information needed to be included in a clear business case and the value that Wolves at Work added to the City as a whole needed to be highlighted. The Panel considered that it would cost more in the long term if the project were to stop.

It was confirmed that Work Box was the online platform for Wolves at Work where people were able to find out how to get skills and training to get work ready. Wolves at Work then took over when they were work ready and this included monitoring all work placements for the first 12 weeks.

The Panel considered whether more funding might be available if Wolves at Work became a voluntary service and it was confirmed that all options were being considered and that the project did already work very closely with partners in the voluntary sector.

Officers stated that the team had worked hard on building relationships and identified something quite unique in Wolves at Work which was now seen as a trusted and credible company with a knock-on effect that had helped to increase transport links for people placed in work; and salaries as the Council requested those businesses it work with pay the living wage.

It was confirmed that the i54 western extension was a jointly funded project with South Staffs.

Resolved: That the Panel:

1. Provide feedback to Scrutiny Board for consolidation and onward response to Cabinet on the budget relevant to the remit of this Panel and how it is aligned to the priorities of the Council.

2. Provide feedback to Scrutiny Board for consolidation and onward response to Cabinet on Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 including budget proposals that are relevant to the remit of this Panel.
3. Approve that the Scrutiny Panel response be finalised by the Chair and Vice Chair of the Scrutiny Panel and forwarded to Scrutiny Board for consideration.

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**Children, Young People and Families Scrutiny Panel
27 November 2019
Draft Budget and Medium-Term Financial Strategy
2020-2021 to 2023-2024 Report
Minute Extract**

The Finance Business Partner introduced the report and outlined changes to the format in response to feedback. The Panel were invited to comment on the Draft Budget and Medium Term Financial Strategy and the specific proposals within the remit of the Panel. The Panel highlighted the need to have information specifically related to destinations for post sixteen year olds. The Finance Business Partner agreed to note the comment and consider the level of detail when producing future reports.

The Finance Business Partner outlined an analysis of the budget for children and young people services. The majority of the spend in education was funded by the Dedicated Schools Grant which is a ringfenced for specific activities. It was reported that 24% / £56.9 million of net revenue expenditure budget was for services for children and young people. The Panel made the following comments on the specific budget proposals.

The Head of Service - People, added that a significant amount of the budget expenditure was on service transformation work. Wolverhampton was performing much better when compared to regional and national trends. The Head of Service explained in the budget proposal for Transforming Children's Services that £500,000 of the predicted budgeted spend would no longer be required due to range of activities that was expected to reduce demand on children services. The Head of Service People gave an example of the longer-term benefits of early investment in speech and language services for children which would reduce demand for more specialist services in the future. The Head of School Organisation commented on the planned consultations about funding options that would be discussed at the Schools Forum.

The Panel queried the options being considered for Towers Outdoor Activity Centre. The Head of School Organisation advised the Panel that no decision had been made about the possible options for the future of the service. The Panel discussed the importance of investment in speech and language therapy services for children.

Resolved:

1. The Panel comments on the Draft Budget and Medium-Term Financial Strategy 2020-2021 to 2023-2024 and the draft budget proposals relevant to the remit of the panel to be included in the response to Scrutiny Board for consideration.
2. A final response to be finalised by the Chair and Vice Chair.

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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
17 December 2019	Draft Budget and Medium-Term Financial Strategy 2020 -2021 Updates on Petitions Received Quarter 2 Social Care Public Health and Corporate Complaints Report		
14 January 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels Local Enterprise Partnership Councillor Champion for Climate Change (confirmed)		
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)		
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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

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"> • Draft Budget and Medium-Term Financial Strategy 2020 -2021 • Review of assumptions in the MTFS about growth and inflation' 	<p>Claire Nye, Director of Finance</p> <p>Claire Nye, Director of Finance</p>	
9 January 2020 – special meeting	<ul style="list-style-type: none"> • Specific Reserves Working Group 	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>
15 January 2020	<ul style="list-style-type: none"> • Digital Printing Service – update 	Steve Charles, Customer Support Manager Place	1. Review the opportunities and competitiveness of providing print services outside of the local authority, operating on a commercial basis

	<ul style="list-style-type: none"> • Treasury Management Activity Monitoring - Mid Year Review 2019-2020 • Community Asset Transfer Strategy – update on progress • Chair of Audit and Risk Committee – Annual Report - Cllr Alan Butt 	<p>Claire Nye, Director of Finance</p> <p>Julia Nock, Head of Assets</p> <p>Peter Barrow, Head of Audit</p>	<ol style="list-style-type: none"> 2. Put in place mechanisms to secure all internal printing requirements are provided in-house, removing the opportunity for staff to commission print work outside of the authority 3. Improve the kitchen facilities for DPS in line with the rest of the authority's amenities <p>Budget scrutiny overview</p> <p>Presentation of annual report and briefing on the work on the future work of the committee</p>
11 March 2020	<ul style="list-style-type: none"> • Treasury Management Activity Monitoring Report 2019-20 Quarter 3 • Our People Strategy • Council Tax - HMRC Pilot – findings and collection rates 	<p>Claire Nye, Director of Finance</p> <p>Denise Pearce, Head of HR/ Paula Warrilow, Head of Organisational Development</p> <p>Tracey Richards, Recovery Manager</p>	<p>A briefing on the Our People Strategy and the results of the employee survey. Update on the Smart Working Policy and new appraisals process</p> <p>A briefing on the findings of the HMRC pilot and an update on collection rates against key performance measures</p>

	<ul style="list-style-type: none">• Wolverhampton Homes Business Plan 2019/2020	Kate Martin, Director of City Assets & Housing/Shawn Aldis, Wolverhampton Homes	
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Future Items – dates tbc

1. Community Asset Transfer: Policy and Strategy Review: Julia Nock, Head of Assets – due to be presented to Cabinet on 7.2.20.
2. Briefing on Universal Credit – update on transition - Heather Clarke, Service Development Manager
3. Rapid Development Platform/Update on Customer Services - Jai Ghai ICT Senior Business Service Manager/ Lisa Taylor, Head of Service Improvement (Customer Services) (Briefing on the system, current progress and the benefits of the platform and next steps and why) – date to be confirmed when schedule of council meetings 2020/21 agreed

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
5 February 2020	<ul style="list-style-type: none"> <li data-bbox="533 443 846 475">• Inward Investment <li data-bbox="533 842 1084 874">• Digital Innovation (First on Agenda) <li data-bbox="533 1114 813 1145">• Apprenticeships 	<p data-bbox="1200 443 1406 659">Richard Nicklin /Cllr Harman Banger (Cabinet Member)</p> <p data-bbox="1200 810 1391 1026">Heather Clark/ Cllr Beverley Momenabadi (Digital Champion)</p> <p data-bbox="1200 1106 1328 1177">Paula Warrilow</p>	<ul style="list-style-type: none"> <li data-bbox="1473 443 2022 770">• To include communications angle and detailed analysis of the outcome of work done to attract inward investment – for example, how new businesses have relocated to Wolverhampton? How many positive leads have been generated as a result of promotional work? <li data-bbox="1473 818 2011 1066">• Cllr Momenabadi to give presentation on progress of work. Heather Clarke to present report details about plans to improve the design of and infrastructure of buildings to provide better connectivity. <li data-bbox="1473 1114 2022 1297">• Update as resolved at the Panel last year. Particular focus on uptake numbers, effectiveness and overall career pathways. Data analysis.

	<ul style="list-style-type: none"> Royal Wolverhampton Site – update on Phase 2 and 3 (exempt item) (Last on agenda) Marketing 	Kate Martin	<ul style="list-style-type: none"> To brief panel on the next stages of the plans for developing the site and outcome of tender discussions and funding. Details of current progress Preliminary Note outlining roles
25 March 2020	<ul style="list-style-type: none"> Progress report on Branding and Marketing Strategy for City of Wolverhampton Update on impact of Empty Properties Strategy – update on action to reduce vacant properties in the city centre. Future High Streets Fund Review of recommendations throughout the year. 	<p>Isobel Woods / Ian Fegan</p> <p>Julia Nock</p> <p>Isobel Woods</p> <p>Heather Clark</p>	<ul style="list-style-type: none"> Update on the number of empty properties in the city centre and trend data, current strategy for improving the situation -Cllr Sohail Khan raised the issues at the Annual Scrutiny Work Programme Session.

Potential Future items: -

1. Policy implications from West Midlands Combined Authority/Regional/National or International Sources
2. Westside Link Final Designs before Cabinet
3. BID
4. 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
30 January 2020	<ul style="list-style-type: none"> • WV Living – Briefing Note • Allocation Policy – Pre-Decision on actual policy 	Kate Martin Henry Gregory	
19 March 2020	<ul style="list-style-type: none"> • Processes for obtaining s.106 money including chasing once agreed • Impact of Average Speed Cameras • Update on plans for the Hickman Avenue Site and potential changes to Willenhall Road • Homelessness 	Stephen Alexander John Roseblade Ross Cook Anthony Walker / Jenny Lewington	As requested by Cllr Waite at Scrutiny Board

	<ul style="list-style-type: none">• Wolverhampton Homes Business Plan Annual Update Quarter 4		
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Potential Future Items: -

1. Strategy for exploiting the most out of the Canal Network
2. Councillor Portal Development (as requested by Portfolio Holder during Q & A Session)
3. Movement for Growth Consultation
4. £23 million funding secured in the West Midlands Region for cycling investment
5. Walsall Housing Growth Corridor

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 (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 (“the Regulations”)
- 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
16 January 2020	<ul style="list-style-type: none"> • Reconfiguration of hyper acute and acute stroke services • Accident and Emergency • STP (Sustainability and Transformation Plans) 	<p>CCG / Royal Wolverhampton NHS Trust</p> <p>Royal Wolverhampton NHS Trust / CCG</p> <p>CCG – Stephen Marshall</p>	Chair of Trust Invited via David Loughton
5 March 2020	<ul style="list-style-type: none"> • Mortality Statistics • Patient Participation Groups • Cancer Screening • Pharmaceutical Ordering (Provisional) 	<p>Royal Wolverhampton NHS Trust</p> <p>Royal Wolverhampton NHS Trust / Public Health</p>	Invite two or three PPG groups to the Panel.

	<ul style="list-style-type: none">• Maternity Services – Quality Assurance• Blakenhall Dementia Day Services (Provisional)	Royal Wolverhampton NHS Trust Tom Denham	Invite Midwives. Show DVD.
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Potential Future Items: -

1. Black Country Partnership NHS Foundation Trust Merger – Possible an informal meeting will be arranged
2. June 2020 – Review of the new Patient Experience, Engagement and Public Involvement Strategy.
3. Healthy Child Programme
4. Independent Reconfiguration Panel – Briefing Note about the process
5. West Midlands Ambulance - To address priorities identified in the Quality accounts and in particularly those on Maternity Care in the pre-hospital environment.
6. Unions – On particular matters

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
28 January 2020	<ul style="list-style-type: none"> <li data-bbox="521 488 934 520">• Adult Education Service <li data-bbox="521 608 934 679">• Blue Badge Scheme – update report <li data-bbox="521 959 934 1110">• Cllr Linda Leach Cabinet Member Adults /Cllr Jasbir Jaspal, Cabinet Member Health <li data-bbox="521 1198 934 1302">• Draft Community Safety and Harm Reduction Strategy 2020-2023. 	<p data-bbox="956 488 1422 552">Joanne Keatley, Head of Adult Education</p> <p data-bbox="956 600 1422 703">Lisa Taylor, Head of Service Improvement (Customer Services)</p> <p data-bbox="956 967 1422 1070">David Watts, Director of Adults Services and John Denley, Director of Public Health</p> <p data-bbox="956 1190 1422 1254">Hannah Pawley Community Safety Manager</p>	<p data-bbox="1444 488 2029 592">Update on progress of annual strategy against original aims and performance targets</p> <p data-bbox="1444 639 2029 919">Briefing on service priorities and progress against key performance targets. 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 data-bbox="1444 967 2029 1142">Briefing on key priorities and questions from the panel. Briefing on specific area of community safety and community cohesion and respond to questions and comments from the panel on this area.</p> <p data-bbox="1444 1190 2029 1294">The panel have been asked to respond to the consultation on the strategy before it is presented to Cabinet.</p>

<p>24 March 2020</p>	<ul style="list-style-type: none"> • Proposed changes to charges for non - residential services (pre-decision scrutiny) • Better Care Fund - update on publication of national guidance. • Emergency Planning Response (exempt) 	<p>Helen Winfield, Head of Community Financial Support</p> <p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	<p>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.</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>Wolverhampton Safeguarding Board Annual Report 2018 – 2019</p> <p>Wolverhampton Multi-Agency Safeguarding Arrangements</p> <p>Cabinet Member for Education and Skills-Briefing – Cllr Michael Hardacre</p>	<p>Claire Nye, Director of Finance</p> <p>Dawn Williams, Head of Safeguarding</p> <p>Dawn Williams, Head of Safeguarding</p> <p>Amanda Newbold, Head of School Improvement</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	<p>Culture of Belonging (school exclusions)</p> <p>Update on alternative education provision and Pupil Referral Units</p>	<p>Robert Hart, Head of Service Inclusion Support</p> <p>Adrian Leach Head of Special Educational Needs and Disability</p>	

	Children’s Social Care Self-Evaluation Refresh 2019/20	Louise Haughton, Principal Social Worker	
18 March 2020	<p>Review of Early Intervention and Prevention</p> <p>Unregistered independent schools and out of school settings</p> <p>School Improvement Report Annual Plan</p>	<p>Alison Montgomery, Head of Strengthening Families People</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>Amanda Newbold, Senior School Improvement Advisor</p>	

Potential Future Items: -

1. Apprenticeship and youth unemployment –
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

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Forward Plan of Key Decisions

Agenda Item No: 9

Date: 6 November 2019

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The Forward Plan

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

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

What is a key decision?

A key decision is an Executive decision which is likely:

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

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

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

Councillors or members of the public wishing to:

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

should contact the Democratic Services team:

Email: democratic.services@wolverhampton.gov.uk

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					
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
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 3 Dec 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Working Hours Policy To approve amendments to the working hours policy.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Travel and Subsidy Policy To approve changes to current travel and subsidy guidance.</p>	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
<p>Restructure and Redundancy Policy To approve an updated Restructure and Redundancy Policy.</p>	Not applicable	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Denise Pearce Head of Human Resources Tel: 01902 554515
<p>Revenue Budget Monitoring Quarter Two 2019-2020 To receive a projection of the likely revenue outturn position for the General Fund and Housing Revenue Accounts, compared with the Council's approved revenue budgets for 2019-2020.</p>	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon, Chief Accountant Tel: 01902 556913
<p>Information Governance Quarter Two Performance Report 2019-2020 To receive the quarterly update on Information Governance Performance for Quarter 2 2019-2020.</p>	All Wards	Cabinet (Performance Management) Panel 16 Dec 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Draft Budget and Medium Term Financial Strategy 2020-2021 - Provisional Local Government Finance Settlement Update</p> <p>To provide Cabinet with an overview of the 2020-2021 Provisional Local Government Finance Settlement, which the Government is intended to announce in December 2019.</p>	All Wards	Cabinet 22 Jan 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>Budget 2020-2021 - Outcome of Budget Consultation and Scrutiny Review</p> <p>To inform Cabinet of the budget consultation, undertaken to support the 2020-2021 budget setting process and Scrutiny Board's feedback on the Medium Term Financial Strategy, allowing for Councillors' consideration of the responses to the consultation and budget scrutiny process.</p>	All Wards	Cabinet 22 Jan 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>Council Tax Base and Business Rates (NDR) Net Rate Yield 2020-2021</p> <p>To approve the estimates for the Wolverhampton Collection Fund for 2020-2021, which the Council manages on behalf of local precepting bodies and central government.</p>	All Wards	Cabinet 22 Jan 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Collection Fund Estimated Outturn 2019-2020 To inform Cabinet of the estimated outturn for Council Tax and Business Rates, also referred to as Non-Domestic Rates (NDR), transactions on the Collection Fund in 2019-2020.</p>	All Wards	Cabinet 22 Jan 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>Business Rates Discretionary Reliefs To approve amendments to the Business Rates Discretionary Relief Policy to incorporate 2020-2021.</p>	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
<p>Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024 – Update To provide an update of the 2019-2020 Provisional Local Government Finance Settlement.</p>	All Wards	Cabinet (Resources) Panel 4 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>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.</p>	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Treasury Management Strategy 2020-2021 To approve the Treasury Management Strategy 2020-2021.</p>	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<p>2020-2021 Final Budget and Medium Term Financial Strategy 2020-2021 - 2023-2024 To approve the 2020-2021 Budget and the Medium Term Financial Strategy for the period to 2023-2024.</p>	All Wards	Cabinet 19 Feb 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>Treasury Management Activity Monitoring Quarter Three 2019-2020 To approve the Treasury Management Activity Monitoring Quarter Three 2019-2020.</p>	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554451
<p>Revenue Budget Monitoring Quarter Three 2019-2020 To provide a projection of the likely revenue outturn position for the General Fund and Housing Revenue Accounts, compared with the Council's approved revenue budgets for 2019-2020.</p>	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Education					
Towers Outdoor Education Centre (Options Appraisal) To approve an options appraisal to determine the future of the Towers Outdoor Education Centre.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Fully Exempt	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills	Richard Welch Head of Partnerships and Commercial Services (Education) Tel: 01902 552161
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 Dr Michael Hardacre Cabinet Member for Education and Skills	David Kirby Service Manager School Places and Transport
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 4 Dec 2019	Open	Councillor Linda Leach Cabinet Member for Adults	Jessica Timmins Commissioning Officer Tel: 01902 553201

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
All Age Travel Assistance Policy To approve the All Age Travel Assistance Policy based on the outcome of formal consultation.	All Wards	Cabinet 22 Apr 2020	Open	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills	Maria Smith Project Manager
Children's Services					
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
Review of Short Breaks and Carers Grant To approve the future commissioning of services following a review of Short Breaks services and carers grant.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Ranjit Khullar Commissioning Officer
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 22 Jan 2020	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Ann Beach Programme Manager

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
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 22 Jan 2020	Open	Councillor John C Reynolds Cabinet Member for Children and Young People	Kush Patel Commissioning Officer
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
Page 20 Public Health					
Public Health Annual Report 2019 To approve the Public Health Annual Report 2018-2019.	All Wards	Cabinet 13 Nov 2019	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Clare Reardon Principal Public Health Specialist
Scrutiny Review: Rewriting the Narrative - Youth Violent Crime To receive a report from the Scrutiny Review into Violent Crime.	All Wards	Cabinet 22 Jan 2020	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Julia Cleary Systems and Scrutiny Manager Tel: 01902 555046
Community Safety and Harm Reduction Strategy 2020-2023 To approve the Safer Wolverhampton Partnership refreshed Community Safety Strategy for 2020-2023.	All Wards	Cabinet 18 Mar 2020	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Lynsey Kelly Head of Community Safety

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Joint Cabinet Member Reports					
Accepting External Development Funding from the LEP To approve the acceptance for a funding bid to support development work and additional resourcing requirements of transport innovation projects, predominantly focusing on the Black Country Ultra Low Emission Vehicle Strategy, Implementation plan and wider programme.	All Wards	Cabinet (Resources) Panel 3 Dec 2019	Open	Councillor Louise Miles Cabinet Member for Resources, Councillor Steve Evans Cabinet Member for City Environment	Oliver Thomas Transport Innovation 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 22 Jan 2020	Open	Councillor Ian Brookfield Leader of the Council, Councillor Harman Banger Cabinet Member for City Economy	Heather Clark Service Development Manager Tel: 01902 555614
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 Louise Miles Cabinet Member for Resources, Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Manager - Housing Strategy and Policy

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Commercial					
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
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
Strategic Asset Plan - Action Plan Update To approve an update to the Action Plan within the Strategic Asset Plan.	All Wards	Cabinet (Resources) Panel 4 Feb 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
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

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
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
City Environment					
Tree and Woodland Strategy To approve the Tree and Woodland Strategy for the City of Wolverhampton.	All Wards	Cabinet 4 Dec 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 22 Jan 2020	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Steve Woodward Head of Environmental Services

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
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
Housing					
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 3 Dec 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy
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 4 Dec 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Manager - Housing Strategy and Policy
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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Corporate Asset Management Fund 2019 - 2024 To approve the Corporate Asset Management Fund budget request 2019 – 2024.</p>	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
<p>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.</p>	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
<p>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.</p>	Bilston East	Cabinet (Resources) Panel 14 Jan 2020	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
<p>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.</p>	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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Consultation on Draft Affordable Housing Supplementary Planning Document To approve the draft Affordable Housing Supplementary Planning Document for public consultation.</p>	All Wards	Cabinet 22 Jan 2020	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038
<p>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.</p>	Wednesfield South	Cabinet (Resources) Panel 4 Feb 2020	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Robert Ball Housing Development Project Manager
<p>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.</p>	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

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Wolverhampton Homes Business Plan 2020 - 2021 To approve the Wolverhampton Homes Business Plan for 2020 - 2021</p>	All Wards	Cabinet 18 Mar 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Lynda Eyton Client Relationship Manager - Housing Management Agents Tel: 01902 555706
<p>Private Homes Strategy 2020 - 2024 To approve the Private Homes Strategy 2020 – 2024, setting out the contribution of private homes and the private sector housing service to the delivery of the City Housing Strategy.</p>	All Wards	Cabinet 22 Apr 2020	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy
Regeneration					
<p>External Funding Update 2019-2020 To provide an update on external funding bids and seek necessary approvals for externally funded bids.</p>	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

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
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
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	Anita Pearce Senior Regeneration Office Tel: 01902 551262
South Staffordshire Local Plan Spatial Housing Strategy Consultation To approve the City of Wolverhampton Council response to the South Staffordshire Local Plan Spatial Housing Strategy and Infrastructure Delivery consultation.	All Wards	Cabinet 4 Dec 2019	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>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.</p>	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
<p>Black Country Plan Draft for Consultation To approve public consultation on the Draft Plan version of the Black Country Plan.</p>	All Wards	Cabinet 22 Apr 2020	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038

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