

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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Tel 01902 555046

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

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

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

DISCUSSION ITEMS

- 5 **Quarter 3 Social Care, Public Health and Corporate Complaints Report** (Pages 11 - 32)
- 6 **Update on the Fire Safety Scrutiny Review Group** (Pages 33 - 36)
- 7 **Work programme** (Pages 37 - 50)
[To consider the Board's work programme for future meetings.]
- 8 **Forward Plan** (Pages 51 - 66)
[To consider items for pre decision scrutiny from 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 Dr Paul John Birch J.P.

In Attendance

Sarah Middleton	Chief Executive of the Black Country Consortium
Cllr Barbara McGarrity	Member Champion for Climate Change
Earl Piggott-Smith	Scrutiny Officer
Martin Stevens	Scrutiny Officer
Ross Cook	Director of City Environment
Richard Lawrence	Director of Regeneration

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies for absence**
An apology for absence was received from Cllr Sweetman. Cllr Birch 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**

The Board drew attention to item seven on page four of the agenda in relation to the Towns Fund. As yet there was no new information about the amount of funding but it was confirmed that the Fund was being managed through the Council and that there was some revenue funding that had been provided.

The Board requested that when guidance regarding the Fund was received that the Council ensure that Wednesfield was represented and requested clarity as to whether this would be the case.

The Director for Regeneration stated that the Towns Fund had a geography that did not match the City boundary and that he didn't think Wednesfield and Bilston were included but Perton was. The Director confirmed that he would seek clarification on this.

A councillor stated that he had been pressing the Mayor of the West Midlands on the subject of the Towns Fund. Some work had been done, led by the Combined Authority on developing a plan for Bilston, however there had been no response as yet. The Board agreed that some negotiations were required especially regarding the number of derelict buildings and shops in the City centre due to internet shopping.

The Board requested that an update on the Towns Fund be brought to the next meeting of the Board.

Resolved: That an update be brought to the next meeting in relation to the Towns Fund.

5 **Local Enterprise Partnership update on activity and review of work being undertaken**

The Board welcomed the Chief Executive of the Black Country Consortium, Sarah Middleton to the meeting. Ms Middleton gave a presentation on the Black Country LEP. Ms Middleton detailed a slide titled, "Strategy into Delivery – An Evidence Based Approach." There were a range of indicators that the LEP used to determine the direction of travel. The indicators were intended to show if the LEP was making a difference in the areas they wished to.

The Board noted that one area of concern was that in Wolverhampton, residents' wages were not increasing at the same rate as the national average. In Wolverhampton the increase stood at 2% compared to a national average of 2.7%. The average wage of residents in Wolverhampton stood at £25,463, which meant a shortfall of £5,198 compared to the national average.

The employment rate was considered to be a key indicator. Overall in the Black Country Economy this indicator was classed as green. In the Wolverhampton economy it was classed as amber. So, whilst the situation was improving in Wolverhampton more needed to be done to match the national picture. In both the Black Country Economy and Wolverhampton Economy the gross value added (GVA) was growing, but not at the rate that they wanted. Overall in the Black Country Economy the rate was 2.5% growth compared to 3.1% growth nationally, whilst the Wolverhampton economy had a growth rate of 1.1%.

Ms Middleton remarked that there had been an overall downward shift in the job market in the Black Country. The situation in Wolverhampton was better with the number of jobs in Wolverhampton increasing by 103,000. This was a 1% increase compared to a national level of 0.6%. It was the quality of jobs in Wolverhampton and the wages which needed more investigation. The level of new enterprises being established had stalled nationally and this was also reflected locally in Wolverhampton. Ms Middleton commented that this was in part due to the role of the banks and them taking a tighter approach.

It was remarked that the LEP worked closely with the WMCA on creating a West Midlands Local Industrial Strategy. They were waiting to hear from Central Government as to how much importance the new Government would place on the strategy. The content would however remain relevant regardless of Central Government's position. The strategy outlined that the major new market opportunities were the future of mobility, data driven health and life sciences. The principles of implementation were to create a single pipeline of significant, strategic projects and programmes; to be proactive and biased towards action; to be collaborative and complement existing activity; and for projects and programmes to integrate commitment to a balanced and a more inclusive economy, engaging with communities and employees.

The Board noted that there was a Black Country Local Implementation Plan. In Wolverhampton and across the West Midlands one of the unique factors was the excellence in manufacturing and engineering.

Funding to the LEP had been drip fed since 2012, initially there had been no funding available. From a Wolverhampton perspective, there was a strong success rate of securing investment for projects. This was a real credit to the officers of the Council; the aim was to ideally double the figure by securing future investments. Securing funding for the City Quarter, interchange and the i54 was a top priority. Ms Middleton referred to sector action plans in a variety of different fields. The LEP were interested in all sectors.

The Board noted the importance of securing appropriate energy infrastructure for the West Midlands. Without greater control of the local energy infrastructure investment the LEP would not be able to deliver the local industrial strategy in a meaningful or cost-effective way. 35% of the West Midlands Energy use was in the transport sector. The LEP wanted to ensure businesses were investing in the right sustainable solutions and were doing so in a carbon neutral way.

Since the Spring of 2017 the Enterprise Advisor Network had been established. All senior schools had been matched with a Business Enterprise Advisor. They were now beginning to look at primary schools. They had seen some positive progress in the quality of career advice being given.

The next steps for the LEP moving forward were summarised as follows: -

- Funding baseline, fiscal tasks, new funding streams e.g. UK shared prosperity fund
- Ongoing Pipeline Development
- Cross LEP collaboration
- Policy Development in Brexit context

- Provide evidence and intelligence for future “asks” of Government
- Detailed delivery plans that outline short, medium and long-term actions needed for major new market opportunities, foundations and sectors development.

Ms Middleton stated that in terms of support for skilling and reskilling, that there had to be some flexibility in the adults support budgets to help people move from one skill to another rather than only being for people who had been made redundant. It was also important to push employers to reskill employees so that if there was a re-entry point then it could be taken up.

The Board requested an explanation as to what spatial zones and pipelines were. It was stated that the spatial approach (orange arrow) integrated core strategy with the planning framework to produce a plan with a view as to how different places needed to perform to deliver the transformation. This could be sliced and diced down to a town or regeneration corridor to enable officers to interrogate whether they were getting the funding that each area was entitled to and whether the investment was going to the right place. It was noted that there were 11 identified areas spread right across the Black Country and the Board queried how this would work.

It was stated that the spatial zones had originally been identified through the core spatial strategy, not at the exclusion of all places but identified through the planning regime as having capacity to change (could they attract more investment etc.).

The Board noted that the numbers for funding were high and questioned how the LEP might guarantee that in these corridors, jobs went to people from Wolverhampton and that the skills that were being given were the right skills.

The Board also noted that there was no mention of the green agenda and green issue in the presentation and that the current Mayor of the West Midlands regarding car batteries appeared contrary to what was required which some Board members considered was a move to hydro power.

The Board considered page 13 of the agenda that referred to sector strengths such as aerospace and considered that most of these areas looked like Warwickshire and Birmingham. The Board considered that it might be useful to see a comparative benchmark as to how Wolverhampton was doing compared to the other cities and then nationally.

The Board also considered that it could assume that most of the new entries were small or medium-sized enterprises and noted that the presentation did not consider business failures and exits or multinational businesses. Ms Middleton stated that information on the failure rate could be provided to the Board along with information on multinational and strategic companies (a barometer was available).

The Board queried whether social enterprise was already being carried out by Young Enterprise and that it would be better for the LEP to support this. It was stated that Young Enterprise was already in schools and that the LEP were coordinating this and provided a tapas style menu that schools could call on.

The Board queried what would replace European Regional Development Fund money and European Social Fund Money. It was stated that these would be replaced

by the UK Shared Prosperity Fund and that there were ongoing discussions as to how much money to put into this and what it would be used for. It was confirmed that the LEP would work with Local Authorities to shape the fund.

Ms Middleton stated that where public resources were going to businesses then the LEP did all that it could to encourage and put into the grant agreement a condition of grant that jobs go to local residents. What often happened however was that there was a commitment but then it didn't happen and there was a need to follow up on this through the partnership to identify what the barriers were.

In relation to the green economy there was an opportunity for Wolverhampton and the Black Country to ensure they were working with universities and the development and supply chain to ensure that we could link in with the wider economy. It was thought that Wolverhampton was holding its own in specific places, but work was required to ensure competitiveness. Many factories were now outdated and trying to relocate a business when there was no pipeline of sites was a challenge.

In relation to specific sectors Ms Middleton stated that they had an analysis that could be provided showing benchmarks and that there was a good understanding of our strengths and where there was potential for growth. It was accepted that there was a need to do a lot more work around marketing the offer Wolverhampton had.

The Board considered pages 17 and 18 of the agenda regarding the overall total identified and unidentified funds and whether a risk assessment had been carried out and whether there was a prioritised list. It was stated that a report could be provided that reflected the pipeline.

The Board noted that Tesla and Jaguar were struggling to recruit and whether there was a way to bring those work opportunities to Wolverhampton. One key part was whether it was a new type of apprenticeship. Work was happening in that area already with apprenticeships and higher apprenticeship levels improving plus bitesize courses and upskilling that could be included on a CV. It was important to continue to invest in skills in different ways and with different types of skill sets and to make sure that people could access jobs.

The Board noted that 42 companies had ownership outside of the UK and queried whether any work had been done relating to attracting industry back into the West Midlands.

It was confirmed that the City Council had officers working closely with growth companies to ensure that the best propositions were coming to the City. There had been a dry up of work recently primarily due to Brexit uncertainty. Marketing was important at the Midlands level and getting the geography right was essential as well as ensuring that the City had sites ready to go (landing sites). The Board considered that the issue of drying up was very concerning and needed to be discussed by the Board in more detail at a later date as the City could not afford to lose any more investment or industry. A clear understanding was required as to why this dry up was happening.

The Board questioned how investment was allocated and how it was decided that something was right for Wolverhampton. It was stated that there were Trade Missions carried out with enquiries fed into a Midlands wide pool and each Local

Authority was requested to respond. Each authority had an opportunity to respond but work was required to enhance this process.

Resolved: 1) That a report be brought to a future meeting of Scrutiny Board to exam the implications of economic conditions affecting work and investment in the City.

2) That the Chief Executive of the Black Country Consortium, Ms Sarah Middleton, be thanked for her in depth and informative presentation.

6 **Update from the Member Champion for Climate Change**

The Board welcomed Cllr Barbara McGarrity to the meeting. Cllr McGarrity stated that as soon as she was appointed to the role of Member Champion for Climate Change that the public were already starting to contact her by the end of the day. The public interest highlighted how concerned people and communities were about climate change. Cllr McGarrity stated that young people appeared to be especially concerned as evidenced by demonstrations being held outside of schools.

Cllr McGarrity stated that she had been invited to speak at the South West Labour Group where questions had been very varied. An event had also been held at St Peter's Church which had been an excellent experience. Cllr McGarrity had given a talk which had been very well attended and informative questions had been asked such as what food we should eat and whether solar panels were a good option. Other events were in the pipeline.

Cllr McGarrity explained that she also had a seat on the West Midlands Consortium Board on Climate Change and that the Association for Public Service Excellence (APSE) were going to get involved in this. Cllr McGarrity noted that Scotland appeared to be leading on climate change at the moment.

One area that was of particular interest to Cllr McGarrity was the issue of recycling centres and whether these could be brought inhouse. This might be a future piece of work for scrutiny as it would be useful to see what other areas were doing. Everyone had a part to play in managing climate change.

The Director for City Environment informed the Board that the Council had made a climate change pledge which was now on the website and had been initially presented by the Youth Council at Full Council. The Director stated that it was vital to ensure that young people were fully engaged in what they were doing and gave an example of the webpage which also enabled people to work out their carbon footprint. The Pledge was all about the small things and contained an action plan and a number of indicators for each directorate. Consultation was still ongoing, and the Leader and Council had adopted a citizens assembly approach to bring in a small group of people with a vested interest in climate change.

The Board thanked Cllr McGarrity and noted that the brief associated with climate change was huge and complex.

Cllr McGarrity agreed and stated that she had originally tried to set objectives, but everything had just come at once and there were so many things that it was impossible to embrace all of it but that it was vital to try to address as many areas as possible. Cllr McGarrity stated that she was the Council's Tree Champion which in itself was a huge responsibility but that she was working with other parts of the

Council on this and hoped that with further discussions there would be more clarity as to the way forward. The Director stated that the Council had already agreed the climate change key priorities which were now on the website awaiting indicators and that Cllr McGarrity might take responsibility for some of these. The Director stated that it was also important to make sure that there were businesses that could deliver the green initiatives.

The Board queried whether it might be best to look internally first at what they as elected members could do to reduce their carbon footprints and how we tested for clean air. One area for consideration might be moving to completely paperless meetings and to stop printing any copies of agendas.

The Board agreed that they would support this going forward by ensuring that where appropriate, all reports addressed the green agenda.

The Board congratulated Cllr McGarrity on her work to date and for taking on such a huge task.

Resolved: That the update be noted.

7 **Updates from the chairs of the scrutiny panels** **Adults and Safer City Scrutiny Panel**

Cllr Val Evans stated that the Panel had received a talk around dementia and had been presented with evidence and information from social workers and commissioning officers. Cllr Evans stated that the report would be sent out to members of Scrutiny Board for information.

The Panel had also considered the Adult Social Care Annual Report: The Local Account 2018-2019. The Panel welcomed the report and agreed to receive a final version of the report when available.

The Panel had invited the relevant portfolio holders for Public Health and Wellbeing and Adults to attend the next meeting when the draft Community Safety and Harm Reduction Strategy would also be considered.

Children, Young People and Families Scrutiny Panel

Cllr Potter stated that the Panel had met on 27 November when the portfolio holder for Education and Skills had provided a briefing on current priorities. This was the first time the Panel had received a presentation from the portfolio holder and Cllr Potter looked forward to repeating this in the future as it enabled the Panel to provide effective challenge. The meeting had been very helpful, and it had been agreed to carry out a piece of pre-decision scrutiny on the All Age Travel Assistance Policy.

The Panel had also considered the Budget and comments had been submitted as part of consultation. The Head of Safeguarding had also provided a presentation of upcoming safeguarding changes which were supported by the Panel and progress of these changes would be reviewed at a later date.

An additional meeting of the Panel had been scheduled to consider the proposals for the Towers Outdoor Education Centre.

The next meeting of the Panel would be considering school exclusions and work to support children to remain in mainstream education where possible and to explore alternative options. The Youth Council would also be in attendance to update the Panel on the Take Over Day in March.

Health Scrutiny Panel

The Scrutiny Officer provided an update on behalf of Cllr Page.

Areas covered at last meeting had included the Draft Budget and Medium-Term Financial Plan and the Public Health Annual Report.

In relation to the Wolverhampton CCG Annual Report, the Panel sent a considerable amount of advanced questions to which the CCG then provided written responses. This was a good example of forensic detailed scrutiny and all the responses and discussions were available in the minutes.

The Panel had considered the Healthwatch Annual Report and suggested that Healthwatch had a drop-in session at the Civic Centre on the ground floor. They had been in touch and were going to have a stand on the 6 February 2020.

The Panel also received an update on the development of the medical examiner role and on-site registrar and the improvements that had resulted as a consequence.

Upcoming reports included Accident and Emergency at New Cross Hospital (The Hospital had been having some Level 4's recently – the highest level that can be declared) and the Sustainability and Transformation Partnership (of particular interest to Councillors would be the recent publication by the King's Fund on STP's available on their website).

Resolved: That the updates be noted, and the chairs and panels thanked for their work.

8 Work programme

A request was made for an update on the possibility of a scrutiny review into neighbourhood policing.

Clarification was also sought as to who represented the Council on the Police and Crime Panel.

Resolved: That the Work programme be agreed.

9 Forward Plan

Resolved: That the Forward Plan be noted.

Scrutiny Board

10 March 2020

Report title	Quarter 3 Social Care, Public Health and Corporate Complaints Report	
Cabinet member with lead responsibility	Cabinet Member for Governance	
Wards affected	All	
Accountable director	David Pattison, Director of Governance	
Originating service	Information Governance, Customer Feedback	
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 Team Finance, Governance, Regeneration, Housing, Adult, Children's, Public Health, February 2020 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 October to 31 December 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 third 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 three, the organisation development team has confirmed 23 officers have completed the mandatory corporate complaint training. The team is currently working with the organisational 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 procedure on the management of unreasonable customer behaviour, the Customer Feedback Team has managed a total of two cases during quarter three. 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/03022020/T]

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.

Legal Code: [Legal Code: TS/03022020/W]

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.

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Appendix 1 Statutory Customer Feedback Children's Services

Quarter 3 (1 October 2019 and 31 December 2019)

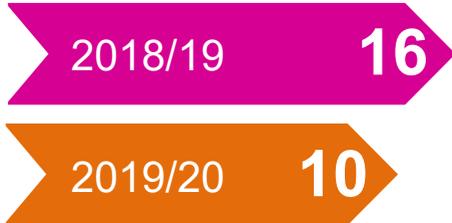
Stage 1 Complaints Received
See Appendix 3 (1.2)



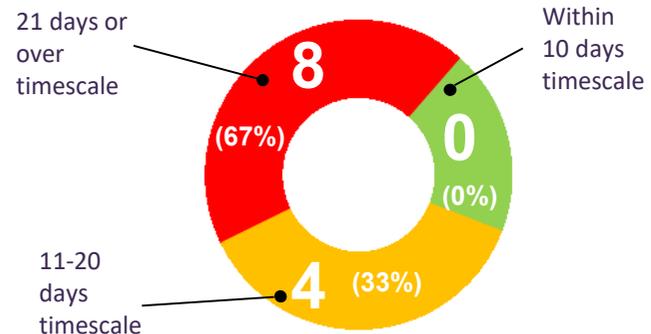
This represents a decrease compared to Q3 (2018/19)



Stage 1 Complaints Comparison for Q3 See Appendix 3 (1.2)



Response Timescales (for complaints closed in Q3) 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 Q3
See Learning Appendix 4



Complaints where the Council is partially at fault
Cases closed during Q3



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

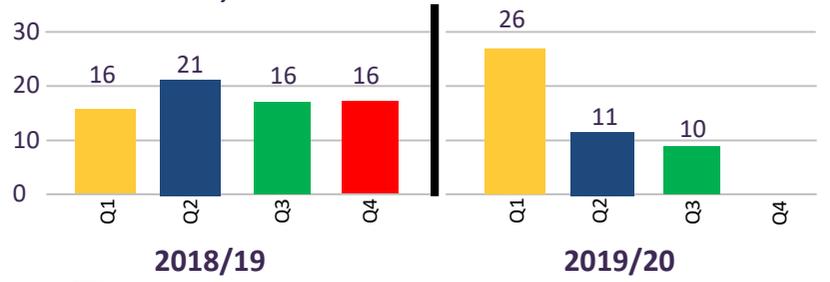
Complaints where the Council is not at fault
Cases closed during Q3



Appendix 1 Statutory Customer Feedback Children's Services

Quarter 3 (1 October 2019 and 31 December 2019)

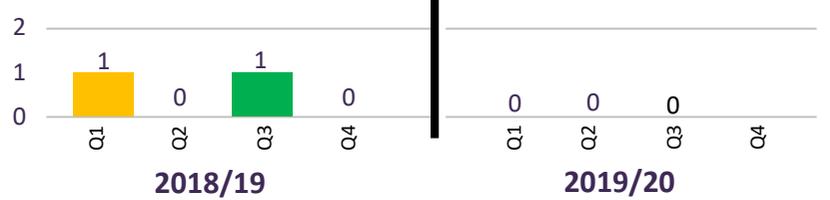
Stage 1 Complaints Comparison – Appendix 3 (1.2) Breakdown by Quarter



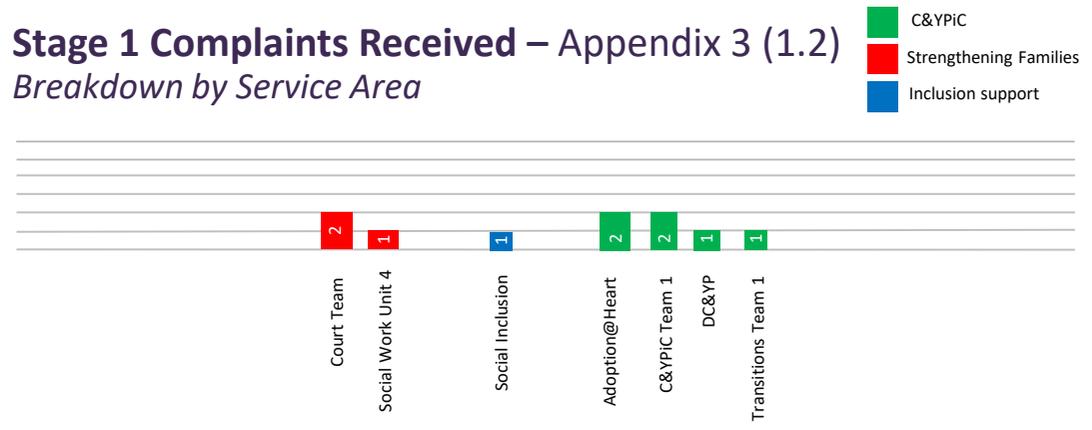
Stage 2 Complaints Comparison – Appendix 3 (1.5) Breakdown by Quarter



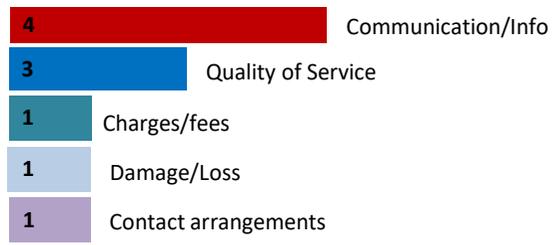
Stage 3 Complaints Comparison – Appendix (1.6) Breakdown by Quarter



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



Stage 1 Complaints Received Breakdown by Category



26

Compliments
Appendix 3 (1.8)

12

Informal
Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Quarter 3 (1 October 2019 and 31 December 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 compared to from Q3 2018/19



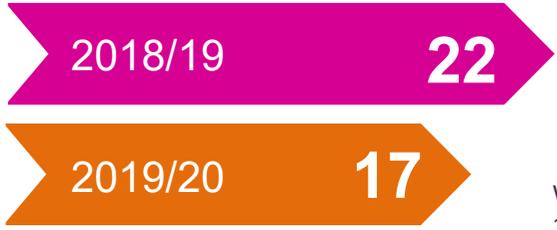
5

Complaints where the Council is at fault (Upheld)
Cases closed during Q3
See Learning Appendix 4



Stage 1 Complaints Comparison for Q3

See Appendix 3 (2.1 and 3.2)



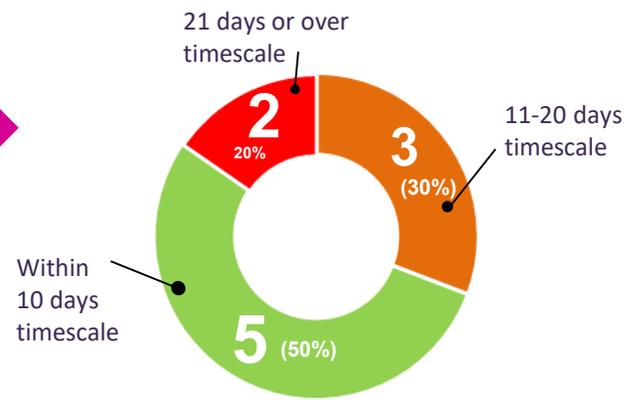
Complaints Where The Council Is Partially At Fault

Cases closed during Q3



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 Q3) – See Appendix 3 (3.4)



Complaints Where The Council Is Not At Fault

Cases closed during Q3

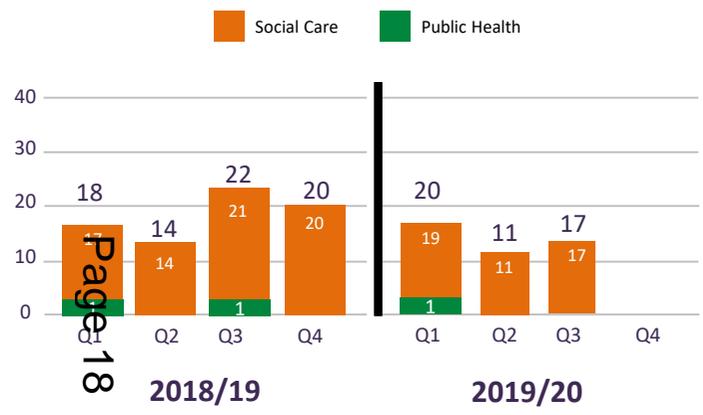


Appendix 1 Statutory Customer Feedback Adult Services and Public Health

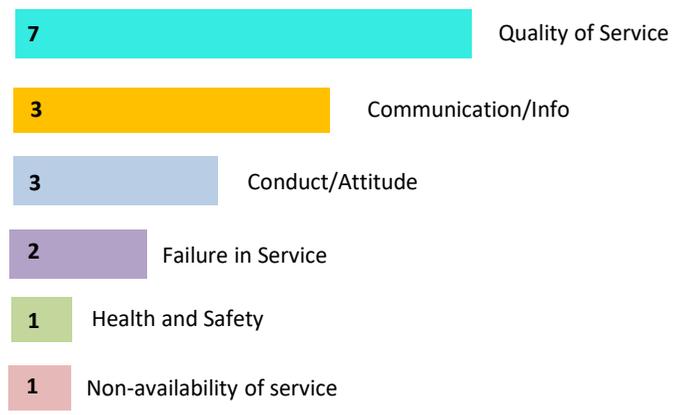
Quarter 3 (1 October 2019 and 31 December 2019)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Stage 1 Complaints Received - Breakdown by Category



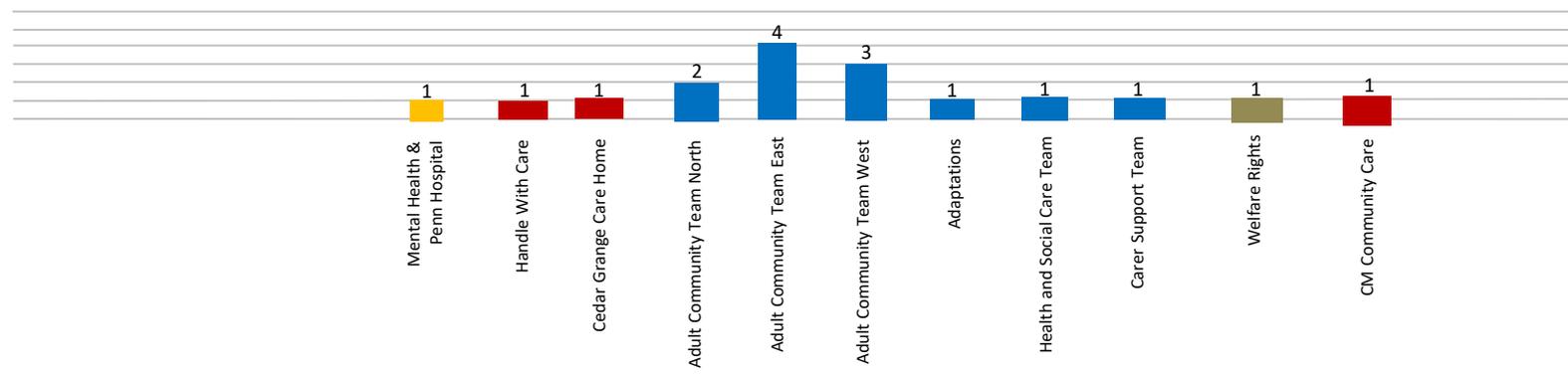
55

Compliments - Appendix 3 (3.5)

11

Informal Complaints Appendix 3 (3.1)

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



- Contracted/Independent
- Older People/Reablement
- Community Financial Support
- Disability and Mental Health

Appendix 2

Customer Feedback Corporate Complaints

Quarter 3 (1 October 2019 and 31 December 2019)

Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

43

Page 19

Stage 1 Complaints where the Council is at fault

(upheld) See Learning Appendix 4

14
(33%)

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

Stage 1 Complaints where the Council is not at fault

29
(67%)

Stage 1 Response Timescales

See Appendix 3 (4.4)

39
(91%)
Responded to
within timescales
(Target: 95%)

Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)

12
DAYS

Stage 1 Complaints Comparison for Q3

See Appendix 3 (4.2)

2018/19

69

2019/20

43

Stage 1 Complaints decreased by

26
Complaints

Decrease of 26
complaints compared
to Q3 2018/19

Appendix 2

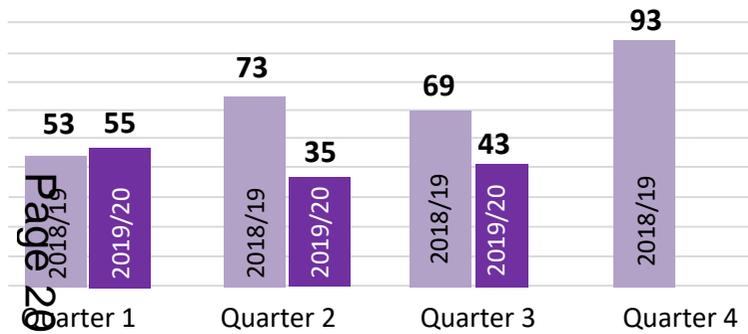
Customer Feedback Corporate Complaints

Quarter 3 (1 October 2019 and 31 December 2019)

Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter

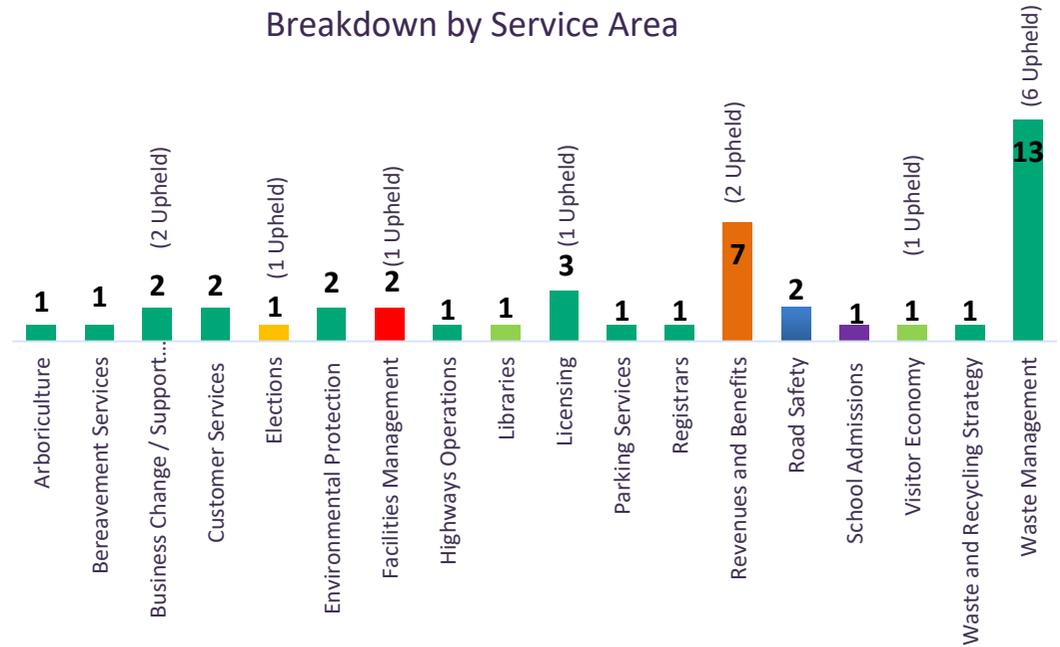


Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

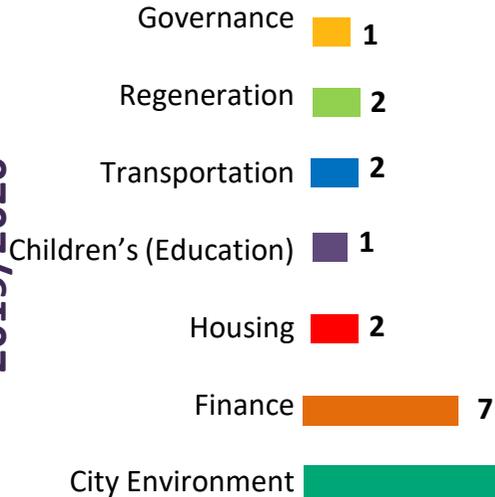
(Complaints were not upheld unless otherwise indicated)

Breakdown by Service Area



Stage 1 Complaints – Breakdown by Service

2019/2020



Compliments Received

See Appendix 3 (4.6)

41

Service Requests

Quarter 3
See Appendix 3 (4.1)

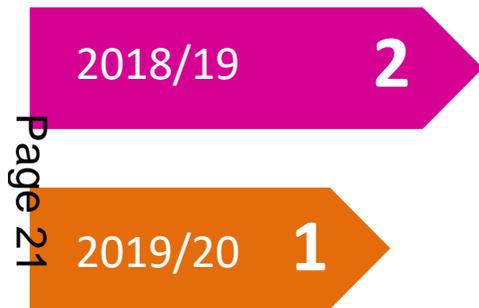
204

Appendix 2

Quarter 3 (1 October 2019 and 31 December 2019)

HO enquiries for Quarter 3

See Appendix 3 (5.2 and 5.4)

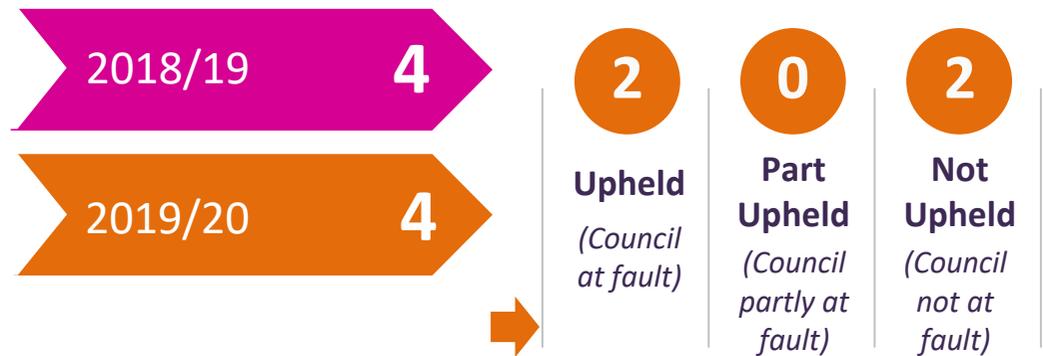


Page 21

Figures constant for 2019/20 Q2 compared to 2018/19 Q3. Customer Feedback team has also received 3 initial HO assessment enquiries for Q3 2019/20.

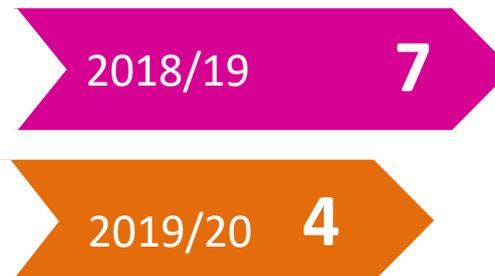
Stage 2 Corporate Complaints Comparison for Quarter 3

See Appendix 3 (4.5)



LGSCO enquiries for Quarter 3

See Appendix 3 (5.1 and 5.3)



Figures decreased for 2019/20 Q3 compared to 2018/19 Q3. Customer Feedback team has also received 12 initial LGSCO assessment enquiries for Q3 2019/20.

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APPENDIX 3

SECTION 1:

Children's Services, Adult Services and Public Health Complaints Activity 1 October 2019 to 31 December 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; 12 informal complaints were received during quarter three (1 October to 31 December 2019) compared to 23 received during quarter three 2018/19; a decrease of 11 cases.

1.2 Stage One Complaints

During this quarter (1 October to 31 December 2019) the Council received ten stage one Children's Services complaints compared to 16 during quarter three for 2018/19, a decrease of six cases.

The ten complaints received during this third quarter refer to three separate service areas. No service area received a disproportionate amount of complaints, the highest figure of three cases referred to Court Team, Adoption@Heart and Children and Young People in Care Team 1.

1.3 Timescales

Overall, 12 complaints were responded to and concluded during this third quarter. No complaints were responded to within 10 working days, four within 11-20 working days, and the remaining eight 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 12 complaints closed and resolved during this period six were dealt with in accordance with the Children's Act, with an average timescale of 19 days and six complaints were dealt with in accordance with the Corporate Complaints Policy (Non-Children's Act) which states complaints should be responded to within 21 calendar days; the average timescale was 23 calendar days. Out of the 12 complaints closed and resolved, two cases were upheld (at fault), five cases were partially upheld (partially at fault) and five cases not upheld (not at fault).

1.5 Stage Two Complaints

During this period, we have received three stage two complaints which were dealt with in accordance with the Corporate Complaints Policy and, therefore, there were no financial implications for Children's Services. Out of the three complaints received, two were not upheld (not at fault) and one partially upheld (partially at fault).

APPENDIX 3

Stage two complaints received as follows:

- Adoption@Heart – One complaint received for Adoption@Heart in relation to the home visit for interest to adopt and delays in responding to correspondence; outcome partially upheld
- Children and Young People in Care - One complaint received for fostering was in relation to conduct of social work manager; outcome not upheld
- Strengthening Families - One complaint received for Child Protection was in relation to home visit, conduct of social work and inaccuracies made by social worker; outcome not upheld.

1.6 Stage Three Complaints

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

1.7 Complaint Category

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

1.8 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During this third quarter, a pleasing 26 compliments were received for Children's Services, compared to 23 in quarter three 2018/19. Safeguarding Team received five compliments, followed by Connecting Families Hub receiving four and Disabled Children and Young People and Transitions Team 1 receiving three.

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 three (1 October to 31 December 2019).

3.0 Adult Social Care Complaints

3.1 Informal Complaints

During this quarter (1 October to 31 December 2019) the Council received 11 informal complaints which were resolved at service level without going through the formal route. This was compared to 15 informal complaints received during quarter three 2018/19, a decrease of four cases.

APPENDIX 3

3.2 Stage One Complaints

During this quarter (1 October to 31 December 2019) the Council received 17 formal complaints compared with 21 in quarter three 2018/19; representing a decrease of four complaints this quarter. Out of the 17 formal complaints received, three complaints were received in relation to contracted/independent services. This is where Adult Social Care commission an independent agency to deliver a service on its behalf. No service area received a disproportionate amount of complaints. The 17 complaints received covered 11 separate service areas; the highest figure of four complaints referred to the Adult Community Team East.

3.3 Complaint Category

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

3.4 Timescales

Overall, ten complaints were responded to and concluded during this third quarter. Five complaints were responded to within 10 working days, three within 11-20 working days and two complaints were responded to over 21 working days. The average number of days to respond and close all complaints over the term significantly was 11 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. Out of the ten cases closed and resolved one case was upheld, four cases partially upheld and five cases not upheld.

3.5 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. 55 compliments were received during this third quarter relating to Adult Services compared to 32 in quarter three 2018/19. Welfare Rights received 13 compliments, following by Bradley Resource Centre receiving eight and Personalised Support Team receiving five.

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 October to 31 December 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 204 service request enquiries were logged with the customer feedback team during quarter three, compared to 270 received during quarter two. These types of enquiries are varied, for example, missed bin collection, parking, litter, 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

During this quarter (1 October to 31 December 2019) the Council received 43 stage one corporate complaints compared to 69 during quarter two for 2018/19, a decrease of 26 cases. No service area received a disproportionate amount of complaints. The 43 complaints covering 18 separate service areas, the highest figure of 13 complaints referring to Waste Management, Revenues and Benefits received seven and Licensing received three. 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 October to 31 December 2019) the main issue of complaint involved failure to provide a service (15), followed by failure to achieve standards/quality (12), conduct of employees (4), failure to consider relevant matters (4), dissatisfaction of council policies (3), delays in responding or administrative (4) and failure to fulfil statutory responsibilities (1).

4.4 Corporate Timescales

The average response time for responding to each complaint is 12 days for quarter three. This figure has improved from the previous quarter of 13 days; The response timescale for stage 1 complaints responding within 21 calendar days is 91%; 39 cases were responded to within 21 calendar days and 4 cases responded outside of this timescale. The target of 95% response time has therefore not been achieved; the Customer Feedback Team will continue to monitor this response time and work with service groups to improve this timescale.

4.5 Stage 2 corporate complaints

During this quarter (1 October to 31 December 2019) the Council received four stage two corporate complaints; out of the four cases received, two cases were upheld (at fault) and two cases not upheld (not at fault).

APPENDIX 3

Stage two complaints received as follows:

- City Environment - One complaint received for Waste Management in relation to missed garden waste collection; outcome upheld. Action Plan compiled and agreed with recommendations and learning carried out by the service
- City Environment – One complaint received for Arboriculture Department in relation to maintenance of fir trees; outcome not upheld
- Finance/City Environment – One complaint received for Revenues and Benefits/ Customer Services in relation to errors made by the Council Tax department resulting in enforcement action; outcome upheld. Action Plan compiled and agreed with recommendations and learning carried out by the services
- City Housing – One complaint received for Planning Department in relation to decision to build a larger than planned house at the rear of a property; 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 October to 31 December 2019) the Council has received 41 compliments, a decrease from the previous quarter. Planning received 16, followed by Bereavement 13 and The Hub team receiving 5.

4.7 Area of Learning for Corporate Complaints

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 October to 31 December 2019) the council received four Local Government and Social Care Ombudsman enquiries as follows:

- Children's Services received one enquiry for Children and Young People in Care in relation to delays in adoption process; draft decision received, awaiting final report from the Ombudsman
- Wolverhampton Homes received one enquiry for Homeless Team in relation to failure to take appropriate action in respect of a housing and homelessness situation; outcome not upheld, no maladministration
- City Environment received one enquiry for Licensing Department in relation to the clarity of information on the council's application form for private vehicle licence; outcome upheld, maladministration and injustice. An action plan has been compiled and the appropriate remedies agreed with the service accordingly
- Adult Services received on enquiry for the West Team in relation to failure to offer an assessment following surgery; outcome awaiting decision from the Ombudsman

5.2 Housing Ombudsman Enquiries

During this quarter (1 October to 31 December 2019) the council received one enquiry from the Housing Ombudsman for Wolverhampton Homes as follows:

APPENDIX 3

- One complaint received in relation to the landlord's response to the level of damp/mould and moisture in a property; outcome awaiting Housing Ombudsman's decision

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

During this quarter (1 October to 31 December 2019) the council received 12 Local Government and Social Care Ombudsman assessment enquiries.

Children Services received three complaints as follows:

- Fostering Team – one complaint in relation to Council's failure to make fostering payments for looking after her younger siblings; outcome closed after initial enquiries, out of jurisdiction
- Strengthening Families Team – one complaint in relation to house being searched and conduct of social worker; outcome passed to Ombudsman investigation team for further consideration
- Adoption@Heart – one complaint in relation to home visit for interest to adopt; outcome premature complaint

Adult Services received two complaints as follows:

- Adult Community Team West – one complaint in relation to response and assessment/reablement after care; outcome progressed to a full investigation
- Community Support Team – one complaint in relation to a short break holiday for carers; outcome closed after initial enquiries, no further action

City Environment received three complaints as follows:

- Parking Services – one complaint in relation to enforcement officer conduct and not given the option of a payment plan; outcome premature complaint
- Environmental Services – one complaint in relation to street cleansing; outcome closed after initial enquiries no further action
- Transportation Services – one complaint in relation to highway repairs; outcome premature complaint

Wolverhampton Homes received one complaint as follows:

- Anti-Social Behaviour Team – one complaint in relation to ASB enquiry; passed to Ombudsman investigation team for further consideration

Finance received three complaints as follows:

- Insurance Team – one complaint in relation to compensation due to an increase in an insurance premium; outcome closed after initial enquiries, out of jurisdiction
- Revenues and Benefits – one complaint in relation to council tax liability/appeals; outcome complaint invalid; not recorded on annual figures
- Revenues and Benefits – one complaint in relation to council tax liability; outcome closed after initial enquiries - out of jurisdiction

APPENDIX 3

5.4 Housing Ombudsman assessment enquiries

During this quarter (1 October to 31 December 2019) the council received three Housing Ombudsman assessment enquiries for Wolverhampton Homes.

- One complaint in relation to noise nuisance and lack of response/action; outcome, complaint logged and is under investigation
- One complaint in relation to landlord's handling of her complaint about disrepairs; outcome; complaint logged and is under investigation
- One complaint in relation to reports of anti-social behaviour; outcome, complaint logged and is under investigation

6.0 Action Plans/Learning

6.1 See attached dashboard.

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Appendix 4

Customer Feedback Learning from Complaints

Quarter 3 - 1 October to 31 December 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 in relation to the administration of savings whilst in care. **Learning** – The Local Authority is currently developing a new system of saving for Young People (YP) where the YP will have their own Credit Union account where all savings will be paid into and held centrally.*
- *Complaint in relation to unable to find information on making a complaint on the Adoption@Heart website. **Learning** – Complaint's process was made clearer on the website via a new website launch.*
- *Complaint in relation to feeling the lack of a chance to appeal a decision is the responsibility of the Personal Advisor. **Learning** – The team have been reminded not to give advice on compensation claims but to signpost appropriately.*

Adult Services – Stage one complaint learning

- *Complaint received in relation to incorrect information provided. **Learning** - A team meeting was held to reinforce the importance of accurate information being shared with the public and also the importance of events being publicised in a timely manner with the correct information.*
- *Complaint in relation to the service provided by a commissioned care home. **Learning** – Quality Assurance and Compliance Team are continuously monitoring the home to maintain and improve the quality of care provided.*
- *Complaint in relation to British Sign Language interpreters (BSL) not present on occasions. **Learning** – Adult Social Care will endeavour to ensure that people are appropriately supported to communicate effectively through arranging BLS interpreter support.*

Appendix 4

Customer Feedback Learning from Complaints

Quarter 3 - 1 October to 31 December 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 32
- *Customer complained in relation to non collection of bins and officer conduct. **Learning** – Waste Services apologised if complainant felt she had been spoken to in an unprofessional manner but reassured that this was not the intention of the team. The contaminated bin was collected and collections are now up to date.*
 - *Complaint received in relation to interference from speakers during a funeral service – **Learning** – Bereavement Services apologised for this incident and offered a gesture of goodwill to the customer. The service has also liaised with the supplier of the music system to rectify this error to ensure this does not happen again.*
 - *Complaint received in relation to renewal of taxi licence – **Learning** – Licensing has reviewed and changed the application process to prevent delays; a gesture of goodwill has been offered to the customer as a remedy to this complaint.*

Briefing Note

Title: Fire Safety Scrutiny Group

Prepared by: Laura Phillips, Head of Democratic and Support Services

Date: 10 March 2020

Intended Audience: Internal Partner organisation Public Confidential

Recommendations

It is recommended that, having consulted with the Chair of the Fire Safety Scrutiny Group, the Scrutiny Board approve that:

1. The Fire Safety Scrutiny Group work is drawn to a close after one further meeting once new government legislation or guidance on buildings is issued and to bring any outstanding areas of work together.
2. The Our Council Scrutiny Panel assume ongoing oversight of fire safety.
3. The Our Council Scrutiny Panel oversee the implementation of the approved recommendations arising from the Fire Safety Scrutiny Group.
4. When the Our Council Scrutiny Panel receive updates on fire safety, the Council's lead member on the West Midlands Fire Authority is invited to participate in these meetings and discussions.

Origins of the Fire Safety Scrutiny Group

At the meeting of the Vibrant and Sustainable City Scrutiny Panel held on 29 June 2017 a recommendation was made that the Scrutiny Board consider whether a review should be undertaken on fire safety in tower blocks, following the Grenfell tragedy. At the meeting of the Scrutiny Board held on 4 July 2017, the Board considered the recommendation and resolved that a scoping exercise be undertaken to assess how the Council had responded to the issues arising from the Grenfell Tower fire. This meant the remit of the group was considerably larger than just reviewing the tower blocks within the City.

Membership

The current membership of the Fire Safety Scrutiny Group is as follows:

- Cllr Philip Bateman MBE
- Cllr Simon Bennett
- Cllr Alan Butt
- Cllr Greg Brackenridge (Chair)
- Cllr Susan Roberts MBE
- Cllr Paul Singh
- Cllr Jacqueline Sweetman
- Board of Wolverhampton Homes (Chair – Angela Davies)
- The Wolverhampton Tenants' Association (Bob Deacon)
- Two representatives from disability groups (Karen Ryder and Barry Appleby)

Officers from the Council have been actively involved in the meetings.

Meetings of the Fire Safety Scrutiny Group

The group has met eight times. Its first meeting was held on 1 August 2017 and there have been subsequent meetings held on 19 September 2017, 31 October 2017, 17 November 2017, 21 June 2018, 6 February 2019, 17 July 2019 and 29 January 2020.

A report from the Fire Safety Scrutiny Group was received by Cabinet (Resources) Panel on 20 March 2018. This report contained 26 recommendations. The Executive gave a response to these recommendations which was included as an appendix to the scrutiny review report. The vast majority of the recommendations were accepted outright; a few were accepted with certain caveats such as “await outcomes of Hackett and Moore-Bick Inquiries.” None of the recommendations were rejected.

At its meeting in November 2017, the Fire Safety Group had resolved only to re-convene when there was a matter of national importance, such as the publication of an inquiry review or when it was felt there was a particular need due to local developments.

A meeting was held in June 2018 due to the publication of the Hackett Review Final Report (essentially a review of current building regulations) and to see how the recommendations of the Fire Safety Scrutiny Group were progressing.

A further meeting was called in February 2019, the Chair called the meeting because he wanted to receive information relating to fire safety in the following areas:

- Wolverhampton Homes
- Feedback from the Chair’s presentations to Tenant Management Organisations
- The Safer High Rise Programme
- WV Living
- Regeneration Projects (particularly Civic Halls, i9 and Westside)
- i10 (particular concern about Grenfell style cladding on the building and information in the independent report commissioned on the building)
- School Engagement

The group raised a number of concerns at its meeting in February 2019. Members were particularly concerned that sprinklers were not part of the design for the refurbishment of the Civic Halls. They also recommended that sprinklers should form part of new builds in WV Living projects. WV Living and Wolverhampton Homes have now made a commitment to the installation of sprinklers where viable on new builds; sprinklers were also being considered for the Civic Halls. The group was keen to ensure that fire safety be of paramount importance in regeneration projects and that sprinklers should be the default option, with good reasons given if they are not installed, with the highest rated fire-retardant materials being used in refurbishment and new builds.

Outcomes and moving forward

The Fire Safety Scrutiny Group has been effective in helping to achieve positive outcomes for the people of Wolverhampton. The Chair of the Group has also advised that Wolverhampton has been praised at a national level for acting as a beacon authority on fire safety, with regional bodies and the national Labour Group taking an interest in its work.

It is unusual for a scrutiny review group to continue beyond the Cabinet consideration of its recommendations. It is the role of the Scrutiny Board, rather than the original review group, to monitor implementation of the recommendations. However, many of the key issues at the heart of the review remain at the forefront of public thinking and debate, whilst the outcomes from the Grenfell Inquiry phase 2 are awaited. There will inevitably be further fire safety issues for the Council to consider over the next couple of years.

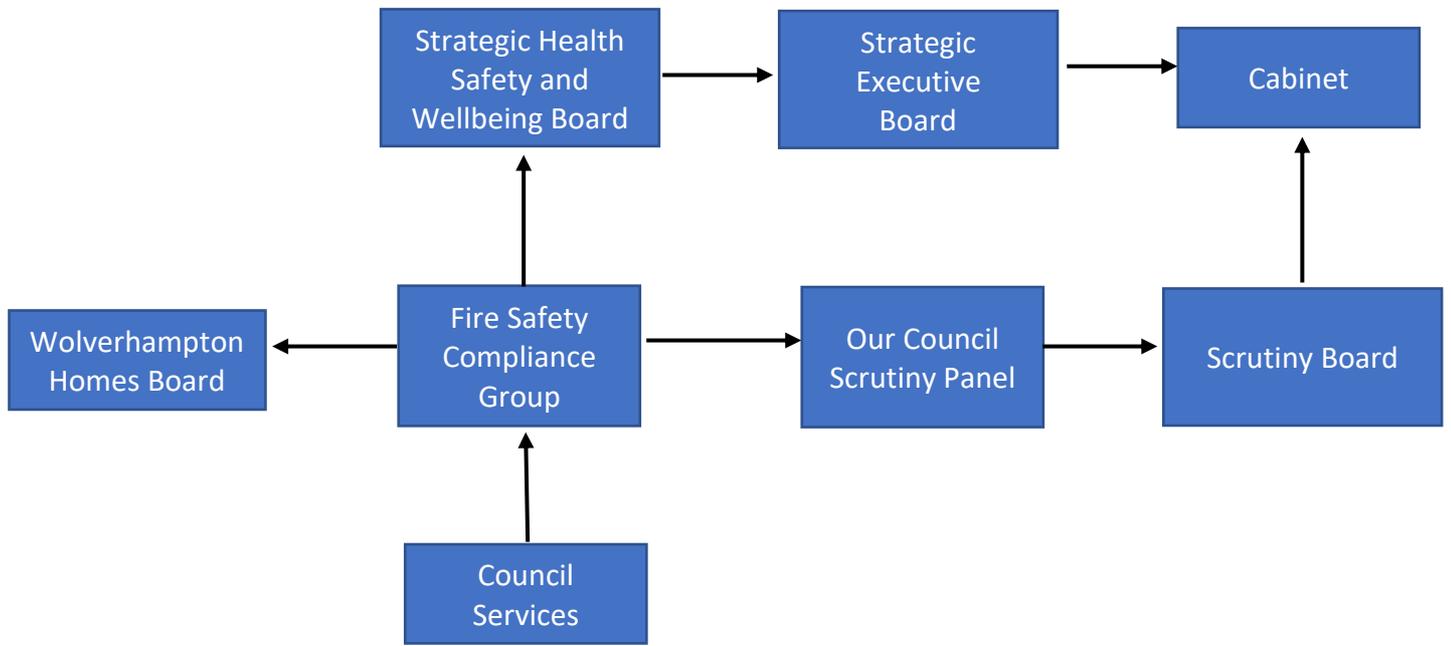
It is therefore recommended that the work of the Fire Safety Scrutiny Group is closed down following one final meeting and that revised ongoing governance arrangements are put in place to provide robust fire safety oversight and assurance to the Council and Councillors.

Proposed governance

At an employee level, operational oversight and compliance assurance would be exercised by the existing Fire Safety Compliance Group. This, in turn, reports to the existing Strategic Health Safety and Wellbeing Board, chaired by the Deputy Chief Executive.

At a Councillor level, it is proposed that business as usual oversight of fire safety would transfer to the Our Council Scrutiny Panel for both the residential (managed in the main by Wolverhampton Homes and/or tenant management organisations) and education/commercial/community property portfolios. This will maintain accountability, reflect Regulator of Social Housing/Ombudsman guidance and continue to support the City's response to the National Building Safety Programme. In addition, reporting to Wolverhampton Homes Board further supports oversight and assurance.

Briefing Note



Scrutiny Work Programme

Scrutiny Board

The Board will have responsibility for scrutiny functions as they relate to:
Combined Authority, Future Customer, Future Performance and Communications

Date of Meeting	Item Description	Lead Report Author	Notes
10 March 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels Q 3 Complaints Report Fire Scrutiny Briefing Note Update on City Fund – matters arising	Chairs and Vice Chairs Sarah Campbell Laura Phillips TBC	
21 April 2020	Update from Chairs and Vice-Chairs of Scrutiny Panels Member Champion for Digital Innovation (confirmed) Annual Planning Event Plan	Charlotte Johns and Cllr Momenabadi Julia Cleary	

Future Items dates tbc

- Housing Allocations Policy – Director of Assets and City Housing attend a future meeting of Scrutiny Board to provide a presentation on housing allocation.
- Update on Cyber Security

- WMCA O&S Committee Update – awaiting date
- Neighbourhood policing

Scrutiny Reviews

1. Mini Scrutiny Reviews with Youth Council based on Make Your Mark
2. Autism - Review
3. Review into CAMHS
4. Volunteering
5. Fuel Poverty – Review - on hold

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
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 • Community Asset Transfer Strategy – update on progress 	<p>Alison Shannon, Chief Accountant</p> <p>Denise Pearce, Head of HR/ Paula Warrilow, Head of Organisational Development</p> <p>Tracey Richards, Recovery Manager</p> <p>Julia Nock, Head of Assets</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>

Future Items – dates tbc

1. Briefing on Universal Credit – update on transition - Heather Clarke, Service Development Manager– date to be confirmed when schedule of council meetings 2020/21 agreed
2. 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
3. Invite Director of Governance to a future meeting to give a briefing on priorities for the service. **The 11 March 2020 was suggested as a provisional date.**
4. The Chair of Audit and Risk Committee and Head of Audit to be invited to present annual report 2019 – 2020 to a future meeting on a date to be agreed with the panel before it is presented for Full Council for approval. 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
25 March 2020	<ul style="list-style-type: none"> • Update on impact of Empty Properties— update on action to reduce vacant properties in the city centre. • Future High Streets Fund • Review of recommendations throughout the year. • Former Royal Wolverhampton Hospital Site – update on Phase 2 and 3 (exempt item) (Last on agenda) 	Julia Nock Isobel Woods Heather Clark Vic O'Brien	<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. Verbal Presentation • 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

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
5. Results of research project (Richard Nicklin – Inward Investment)

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
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 • Veteran Support and Housing Opportunities 	<p>Stephen Alexander</p> <p>John Roseblade</p> <p>Colin Parr</p> <p>Anthony Walker / Jenny Lewington</p>	As requested by Cllr Waite at Scrutiny Board

Potential Future Items: -

1. First meeting of new Municipal Year - One item covering Strategy for exploiting the most out of the Canal Network, Movement for Growth Consultation, £23 million funding secured in the West Midlands Region for cycling investment
2. Local Connection – Housing Allocations Policy
3. Councillor Portal Development (as requested by Portfolio Holder during Q & A Session) (Possible invitation to a meeting of Our Council Scrutiny Panel).
4. Walsall Housing Growth Corridor – Second Meeting in new Municipal Year
5. WV Living Briefing Note – Second Meeting in new Municipal Year

6. Wolverhampton Homes Business Plan Annual Update Quarter 4 (Possibly March 2020 – Mila Simpson)
7. Local Connection – Housing Allocations Policy (as per resolution agreed in January 2020)

Health Scrutiny Panel

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

All functions of the Council contained in the National Health Service Act 2006, the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 (“the Regulations”) - which came into force on 1st April 2013, the Health and Social Care Act 2012 and related 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
5 March 2020	<ul style="list-style-type: none"> • Mortality Statistics • Patient Participation Groups • Cancer Screening • Maternity Services – Quality Assurance • Reconfiguration of hyper acute and acute stroke services 	<p>Royal Wolverhampton NHS Trust</p> <p>Royal Wolverhampton NHS Trust / Public Health</p> <p>Royal Wolverhampton NHS Trust</p> <p>CCG / Royal Wolverhampton NHS Trust</p>	<p>Non-Executive Director to be invited.</p> <p>Invite two or three PPG groups to the Panel.</p> <p>Presentation will be given.</p> <p>Invite Midwives. Show DVD.</p>

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. Blakenhall Dementia Day Services (Tom Denham is contact point)
6. West Midlands Ambulance - To address priorities identified in the Quality accounts and in particularly those on Maternity Care in the pre-hospital environment.
7. Unions – On particular matters
8. CQC Report on RWT – First meeting in the new Municipal year (Report was published in mid-February)
9. Pharmaceutical Ordering

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
24 March 2020	<ul style="list-style-type: none"> • Better Care Fund - update on publication of national guidance. tbc • Equalities Update 	<p>David Watts, Director of Adults Services</p> <p>David Pattison / Jin Takhar</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> <p>Jin – Checking with David on Format for Item.</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
- Wolverhampton Multi-Agency Safeguarding Arrangements – Dawn Williamsn
 - a) The panel to receive a progress report from a representative of the executive working group on the impact of the Wolverhampton Safeguarding Together in March 2021 in achieving its stated aims.
 - b) The panel to receive a briefing from the Independent Scrutineer on the effectiveness of the partnership in meeting its stated aims and priorities in March 2021.

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
18 March 2020	SEND Self Evaluation Wolverhampton Youth Council – Outcome of Youth Council Takeover Day	Adrian Leach, Head of SEND Alice Vickers, Corporate Parenting Officer	

Potential Future Items: -

1. Apprenticeship and youth unemployment
2. Supporting unaccompanied asylum-seeking children briefing paper – Alison Hind
3. Feedback from panel member visit to Pupil Referral Unit - date tbc

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Forward Plan of Key Decisions

Agenda Item No: 8

Date: 19 February 2019

OUT OF DARIEN

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 555835

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 Quarter Three 2019-2020 To approve the Treasury Management Activity Monitoring Quarter Three 2019-2020.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554561
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.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 554561
Senior Pay Policy 2020/2021 To approve a Senior Pay Policy for 2020/2021	Not applicable	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Denise Pearce Head of Human Resources Tel: 01902 554515

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Land and Property Transactions - Corporate Landlord (CRP 036) Land and property transaction report declaring multiple assets surplus to requirements and to approve disposal of the same.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Fully Exempt	Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
Market Forces Policy To review the human resources policy to regularise the position regarding the application of market forces supplements.	Not applicable	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Amanda Porter Human Resources Business Partner Tel: 01902 554066
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 Procurement Manager Tel: 01902 554503
Council Plan 2019 - 2024 Update To refresh the Council Plan 2019 - 2024 for the 2020/2021 municipal year.	All Wards	Cabinet 18 Mar 2020	Open	Councillor Ian Brookfield Leader of the Council	Laura Collings Project Manager Tel: 01902 550414
Information Governance Quarter Three Performance Update Report To present the quarter three performance report for Information Governance 2019-2020.	All Wards	Cabinet (Performance Management) Panel 23 Mar 2020	Open	Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager 01902 555166

[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:
External Funding Update Quarter 4 2019/20 To seek necessary approvals relating to external funding bids.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Open	Councillor Louise Miles Cabinet Member for Resources	Heather Clark Service Development Manager Tel: 01902 555614
Strategic Asset Plan - Action Plan Update To approve an update to the action plan within the Strategic Asset Plan.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Open	Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
Digital Infrastructure: supporting the rollout of 5G To consider the options to support the rollout of 5G and impact on income.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Heather Clark Service Development Manager Tel: 01902 555614
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 Procurement Manager Tel: 01902 554503
Working Hours Policy To approve amendments to the working hours policy.	All Wards	Cabinet 22 Apr 2020	Open	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:
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 22 Apr 2020	Open	Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Travel and Subsidy Policy To approve changes to current travel and subsidy guidance.	All Wards	Cabinet 22 Apr 2020	Open	Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Community Asset Transfer: Policy and Strategy Review To approve a refreshed Community Asset Transfer Strategy.	All Wards	Cabinet 22 Apr 2020	Open	Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
The Future of the Council School's Catering Service To confirm the future of school catering.	All Wards	Cabinet 22 Apr 2020	Fully Exempt	Cabinet Member for City Assets and Housing	Chris East Head of Facilities Tel: 01902 554503
Land and Property Disposals Strategy Proposed disposal strategy governing land and property sales of surplus Council owned assets	All Wards	Cabinet 22 Apr 2020	Open	Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Ward Funds Evaluation To provide the evaluation of the Ward Funds pilot scheme	All Wards	Cabinet 22 Apr 2020	Open	Councillor Ian Brookfield Leader of the Council	Joanna Grocott Systems Development Manager Tel: 01902 555644
Education					
Schools Capital Programme 2020-2021 To receive an update on the Schools Capital Programme 2020-2021 and a breakdown of schemes for approval with associated funding.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills	Bill Hague Head of School Organisation Tel: 01902 555100
Adult Services					
Proposed changes to charges for non-residential services To amend the 'individual assessment' contributions scheme implemented in April 2018 with particular regard to the transitional protection element due to end on 31 March 2020.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Linda Leach Cabinet Member for Adults	Helen Winfield Head of Community Financial Support Tel: 01902 555351
Care and Support Provider Fee Review 2020-2021 To approve a proposed increase for the care and support service areas and Direct Payment cost rate.	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Councillor Linda Leach Cabinet Member for Adults	Becky Wilkinson Head of Adults Improvement Tel: 01902 555318

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 18 Mar 2020	Open	Councillor Dr Michael Hardacre Cabinet Member for Education and Skills	Maria Smith Project Manager Tel:01902 551030
Children's Services					
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 Safeguarding Tel: 01902 553044
Public Health					
Police and Crime Commissioner Grant Allocation 2020-2021 To approve the delegation of the Police and Crime Commissioner grant allocation to the Safer Wolverhampton Partnership for the purposes of delivery against the City's Community Safety and Harm Reduction Strategy.	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Lynsey Kelly Head of Community Safety and Public Health and Wellbeing Tel: 01902 550042

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Community Safety and Harm Reduction Strategy 2020-2023 To approve the Safer Wolverhampton Partnership refreshed Community Safety Strategy for 2020-2023.	All Wards	Cabinet 22 Apr 2020	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Lynsey Kelly Head of Community Safety and Public Health and Wellbeing Tel: 01902 550042
Developing a Place-based approach To approve a place-based approach to tackle deprivation and inequalities and enhance community resilience.	All Wards	Cabinet 22 Apr 2020	Open	Councillor Jasbir Jaspal Cabinet Member for Public Health and Wellbeing	Joanna Grocott Systems Development Manager Tel: 01902 555644
Joint Cabinet Member Reports					
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 18 Mar 2020	Open	Councillor John C Reynolds Cabinet Member for Children and Young People Cabinet Member for City Assets and Housing	Jenny Lewington Service Manager - Housing Strategy and Policy Tel: 01902 554848

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Black Country Collaboration Agreement To approve changes to the Collaboration Agreement between the four Black Country Local Authorities	All Wards	Cabinet 18 Mar 2020	Open	Councillor Steve Evans, Cabinet Member for City Environment, Cabinet Member for Governance	Stuart Everton, Director of Transport Tel: 01902 551798
City Environment					
City East Gateway - A454 Willenhall Road Phase 3 Consultation Feedback To receive the outcome of the public consultation into the options for Willenhall Road Phase 3 improvement.	Bilston North; East Park; Wednesfield South	Cabinet (Resources) Panel 3 Mar 2020	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Steve Randall Project Manager Tel: 01902 555749
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 18 Mar 2020	Open	Councillor Steve Evans Cabinet Member for City Environment	Isaac Vivian Graduate Management Trainee Tel: 01902 551065
Transportation Capital Programme 2020-2021 and Future Years To approve the Transport Capital Programme 2020-2021 and future years	All Wards	Cabinet (Resources) Panel 31 Mar 2020	Open	Councillor Steve Evans Cabinet Member for City Environment	Harvir Khaira Graduate Management Trainee

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Westside Link Phase 1 (Victoria Street) and Phase 3 (Civic Halls) progress and approvals for project delivery</p> <p>To provide an update on progress with the Westside Link project phases 1 and 2 and seek delegated authority to for the approvals required to deliver the works.</p>	St Peter's	Cabinet (Resources) Panel 26 May 2020	Open	Councillor Steve Evans Cabinet Member for City Environment	Ruth Taylor Senior Regeneration Officer Tel: 01902 555635
<p>City East Gateway A454 phase 1 and 2 Compulsory Purchase Powers</p> <p>To consider the compulsory acquisition of properties necessary to allow the implementation of the proposed highway improvement.</p>	East Park; Heath Town	Cabinet (Resources) Panel 26 May 2020	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page, Service Lead - Transportation Strategy Tel: 01902 551798
Housing					
<p>Acquisition of shared ownership and affordable rent units - The Marches</p> <p>To approve the purchase of shared ownership and affordable rent properties at The Marches by the Council from WV Living. To approve any grant funding application to support the acquisition of shared ownership and affordable units as appropriate.</p>	Wednesfield South	Cabinet (Resources) Panel 3 Mar 2020	Fully Exempt	Cabinet Member for City Assets and Housing	Robert Ball Housing Development Project Manager Tel: 01902 550905

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Managing Agents Acquisition Policy To approve a policy which frames the Council's requirements when managing agents seek to purchase properties within their operating area.</p>	All Wards	Cabinet (Resources) Panel 3 Mar 2020	Open	Cabinet Member for City Assets and Housing	Mark Lowthian Service Support Manager Tel: 01902 558619
<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 3 Mar 2020	Fully Exempt	Cabinet Member for City Assets and Housing	Karen Beasley Housing Development Project Manager Tel: 01902 554893
<p>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.</p>	All Wards	Cabinet 18 Mar 2020	Open	Cabinet Member for City Assets and Housing	Jenny Lewington, Service Manager - Housing Strategy and Policy Tel: 01902 554845
<p>Revision to Private Sector Housing Assistance Policy To approve the revised Housing Assistance Policy.</p>	All Wards	Cabinet 18 Mar 2020	Open	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	Cabinet Member for City Assets and Housing	Lynda Eyton Client Relationship Manager - Housing Tel: 01902 555706
<p>WV Living Business Plan To receive a progress update on WV Living Business Plan</p>	All Wards	Cabinet 18 Mar 2020	Fully Exempt	Cabinet Member for City Assets and Housing	Elaine Mark Consultant Programme Manager
<p>Housing Managing Agents Performance Monitoring Report - Quarter Three October to December 2019 To approve the Housing Managing Agents Performance Monitoring Report for quarter three, October to December 2019.</p>	All Wards	Cabinet (Performance Management) Panel 23 Mar 2020	Open	Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy Tel: 01902 554841
<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	Cabinet Member for City Assets and Housing	Mila Simpson Service Lead Housing Strategy Tel: 01902 554841

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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:
Consultation on Draft Affordable Housing Supplementary Planning Document To approve the draft Affordable Housing Supplementary Planning Document for public consultation.	All Wards	Cabinet 22 Apr 2020	Open	Councillor Harman Banger Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038
Regeneration					
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 Mar 2020	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development Tel: 01902 555851
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 31 Mar 2020	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Claire Prince Regeneration Officer Tel: 01902 550152
Former Sainsbury's St George's site To approve the strategy for the future of the site including the lease with Sainsbury's, the Church Commissioners' Covenants and the disposal of land.	St Peter's	Cabinet (Resources) Panel 31 Mar 2020	Fully Exempt	Councillor Harman Banger Cabinet Member for City Economy	Peter Taylor Head of City Development Tel: 01902 551262

[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>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
<p>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.</p>	East Park; Heath Town	Cabinet (Resources) Panel 26 May 2020	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page, Service Lead - Transportation Strategy Tel: 01902 551798

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