

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Scrutiny Board

7 December 2021

**Time** 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

**Venue** Council Chamber - 4th Floor - Civic Centre

## Membership

**Chair** Cllr Paul Sweet (Lab)  
**Vice-chair** Cllr Simon Bennett (Con)

### Labour

Cllr Philip Bateman MBE  
Cllr Val Evans  
Cllr Rita Potter  
Cllr Jasbinder Dehar  
Cllr Asha Mattu  
Cllr John Reynolds  
Cllr Susan Roberts MBE  
Cllr Zee Russell  
Cllr Barbara McGarrity QN

### Conservative

Cllr Wendy Thompson  
Cllr Ellis Turrell

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:

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

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# Agenda

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

*Item No.*    *Title*

### MEETING BUSINESS ITEMS

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

### DISCUSSION ITEMS

- 4            **Quarter One 2021/22 Social Care, Public Health and Corporate Complaints Report** (Pages 11 - 32)  
[To receive an update from the Customer Engagement Manager]
- 5            **Customer Contact Update** (Pages 33 - 42)  
[To receive a presentation from the Head of Customer Engagement and Registrars]
- 6            **Rainbow City** (Pages 43 - 72)  
[To receive a presentation in relation to Rainbow City]
- 7            **British Art Show 9 - Full Programme Update**  
[To receive a presentation from the Manager for Arts and Culture] – Report will be sent to follow.
- 8            **Work programmes Update**  
[To consider the scrutiny work programmes for future meetings.] - Report will be sent to follow.

## Attendance

### Members of the Scrutiny Board

Cllr Paul Sweet (Chair)  
Cllr Philip Bateman MBE  
Cllr Val Evans  
Cllr Rita Potter  
Cllr Wendy Thompson  
Cllr Simon Bennett (Vice-Chair)  
Cllr Jasbinder Dehar  
Cllr Asha Mattu  
Cllr Susan Roberts MBE  
Cllr Zee Russell  
Cllr Ellis Turrell  
Cllr Barbara McGarrity QN

### In Attendance

|                    |   |
|--------------------|---|
| David Pattison     | Chief Operating Officer                 |
| Ross Cook          | Director for City Environment           |
| Sarah Campbell     | Customer Engagement Manager             |
| Chris Howell       | Regulatory Services Manager             |
| William Humphries  | Service Manager, Private Sector Housing |
| Julia Cleary       | Scrutiny and Systems Manager            |
| Earl Piggott Smith | Scrutiny Officer                        |

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

*Item No.*    *Title*

- 1 Apologies for absence**  
Apologies for absence were received from Cllr John Reynolds, Cllr Paul 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 Annual Social Care, Public Health and Corporate Complaints Report**

The Panel received a report from the Customer Engagement Manager, requesting the Board to review complaints management and performance for the period 1 April 2020 to 31 March 2021.

The Council had received 256 stage one corporate complaints in comparison to 185 received during the same period in 2019/20. Details of the complaints were provided in Appendix 2. It was noted that out of the 256 cases received, 97 were upheld (at fault).

In relation to the corporate stage one complaints, the highest figure of 170 complaints referred to Waste Management and out of 170 received, 82 were upheld; this was in comparison to 56 stage one complaints received during the same period in 2019/20. The Complaints Team had worked closely with the waste management service to improve complaint handling and ensure appropriate remedies were put in place to achieve the best outcomes for customers. The council received 20 stage two cases; Out of the 20 cases received, 4 cases were upheld (at fault), 2 were partially upheld and 14 cases were not upheld (not at fault).

The Council had received 33 stage one Children's Services complaints in comparison to 58 complaints for the same period in 2019/20, this was a decrease of 25 and details were provided in Appendix 1. The Board noted that no stage one cases were upheld, 19 were partially upheld and 14 cases were not upheld.

There had been five stage two complaints which was consistent with the previous year and no stage three complaints had been received.

The Council had received 32 stage one Adult Services complaints in comparison to 53 in the previous year. Six cases had been upheld, 13 were partially upheld and 13 were not upheld.

The Council received 30 Local Government and Social Care Ombudsman (LGSCO) assessment enquiries and 13 full enquiries. Wolverhampton Homes had received 7 Housing Ombudsman (HO) assessment enquiries and 7 full enquiries.

The Board understood that when a complaint was upheld (council at fault) and the findings of a subsequent investigation required a financial remedy, change to policy or service delivery, the Customer Feedback Team produced an action plan report. Recommendations within these reports were agreed with appropriate Heads of Service and shared with the relevant Service Manager or Director to ensure appropriate remedies and changes were implemented. The Customer Feedback Team also attended regular quality assurance meetings for Adults and Children's Services and Waste Liaison meetings to ensure that learning from complaints was used to drive service improvement.

A number of compliments had also been received with 221 for Corporate Services, 22 for Children's Services and 142 for Adult's and Public Health Services.

The Chair thanked the Customer Engagement Manager for the presentation.

A question was raised as to whether a complaint form always had to be completed for a complaint to be logged and that this might put some residents off submitting a complaint. The query was raised as to whether this might account for the low number (8) of complaints in relation to arboriculture matters. It was also noted that complaints in relation to environmental and waste management continued to remain high and were not reducing over time.

The Customer Engagement Manager stated that to make a complaint, most customers used the online form but that they could also use the email address, contact the team by phone or write a letter. In relation to the waste complaints, this was and had always been a theme, but the Customer Engagement team were working very closely with the waste management team to try and reduced the figures and that the service had been hit hard by the pandemic. In relation to the arboriculture complaints, this was all that had been received and the Board noted that it might be the case that residents often reported issues to their councillors in the hope that this might resolve the matter, rather than submit a formal complaint to the Council. The Customer Engagement Manager agreed that she would have a look at the complaints form to ensure that it was straight forward to complete.

The Director of City Economy advised the Board that a report in relation to trees had been considered by the Vibrant and Sustainable Communities Scrutiny Panel in the previous year and that an update on this could be provided if requested. It was also noted that the waste services complaints did appear high but in comparison to the number of collections made (8 or 9 million) the percentage of complaints was not as extreme as it might appear. The importance of feeding back live information was also noted in relation to improving service delivery and again the impact that the pandemic had on the waste collection service was highlighted. The Director of City Environment commended the work done by the waste collection service but agreed that there was a need to focus on the customers who were dissatisfied. The Board agreed that many residents were grateful and complimentary of the service when it was efficient, which was the case most of the time. The Board did however voice concerns into what it considered to be the inadequacy of the purple bins and hoped that when these were replaced, that the replacements would be much sturdier. The Board also considered that it would be useful to receive some evidence of the lessons learnt from the complaints and that it was only considering issues where a complaint had been made and that there would be many more residents who may be dissatisfied but had not made a complaint or just addressed their concerns to councillors directly.

Board requested a better breakdown of the waste management complaints moving forward and some additional information in relation to the purple bins and the contract that was currently in place regarding them.

Board considered fly tipping and whether the Council was getting value for money out of the contractors that were being used and whether there was another way to try and apprehend the people who were fly tipping. Board considered that the £100 incentive of the previous year had been good but that a new initiative was now needed, it was considered that the Council needed to build anti fly tipping processes into everyday practices rather than using contractors. The Director of City Environment stated that the approach to fly tipping had changed in recent months and it was also about trying to reduce waste as a whole. Enforcement was a crucial part in relation to fly tipping and evidence gathering was complex, the shop a tipper

initiative was still happening and considered effective. Work was being done with residents to try and reduce waste and there was a drive across the Council to encourage employees who were already out and about to report any fly tipping. The main aim now was however to seek to reduce waste in general.

In relation to the Children's complaints, a concern was raised in relation to the amount of time between the complaint and the response and whether a response or action would happen quicker if the complaint dealt with safeguarding or child protection. The Customer Engagement Manager commented that if it was safeguarding then it would be reported outside of this process and be considered directly by the Multi Agency Safeguarding Hub (MASH). It was however noted that cases regarding children could be complex to investigate and that the Customer Engagement Team worked closely with the service area to ensure that timescales were adhered to, monthly meetings were also held with the Deputy Director for Children's Services and the complainant was always kept informed as to how the complaint was progressing.

The Board considered how the complaints process fitted in with the new Councillor Enquiries Unit. As many residents did liaise with councillors in the first instance rather than lodge a formal complaint. The Chief Operating Officer stated that the Councillor Enquiry Unit had only gone live after the time scales that the current report referred to, however he stated that he would update councillors in relation to this and to ensure that the trends from the enquiries were picked up and identified. A report would be prepared in October in relation to this and would be considered by the Governance and Ethics Committee.

Board queried the breakdown of compliments and the percentage coming from councillors and those coming from the public. A request was also made for a ward level breakdown of complaints. The Customer Engagement Manager confirmed that all of the compliments were from customers and not from councillors. At the moment it was not possible to provide a ward level breakdown of complaints but that this was being looked at moving forward.

The Board noted that the Adult's Service figures for locality west appeared higher than in other areas and questioned whether there was a reason for this. It was noted that there was no specific reason, but a more detailed breakdown of the figures could be provided.

Resolved:

That the report be noted.

## 5 **Private Sector Housing Standards**

Board received an update from the Regulatory Services Manager to provide comment on the 'BRE Client Report – BRE Integrated Dwelling Level Housing Stock Modelling and Database for City of Wolverhampton Council October 2017', assertion that 21% of private rented properties had a cat 1 hazard.

Board understood that in 2016 the City Council had commissioned the Building Research Establishment to undertake a series of desktop modelling exercises on housing within the City of Wolverhampton. This modelling

was based on a variety of data sources including Energy Performance Certificate (EPC) ratings, and the English Housing Survey 2012. This data was now nearly 10 years out of date.

The aim of the report was to highlight CAT1 hazards in the City, which was likely to have resulted in the way the data was reported. Using EPC statistical information meant that the CAT1 hazards mostly related to excess cold in private rented accommodation, trip hazards were also included. How trip hazards could be guessed without visiting a property was an unanswered question. It was understood that private rented properties in Wolverhampton compared favourably when pitched against other regional properties however this was not the case nationally. The number of CAT 1 hazards in the City was still unknown and to find this information would require an inspection of every property in the City by a qualified officer, which was not considered feasible for many reasons including, resources, costs, access to homes and time.

Historically the case management system that was used by the Private Sector Housing Service had been configured poorly making it difficult to produce meaningful statistics. Previously reported statistical information could not be replicated and officers stated that there was no confidence in any data prior to April 2021.

It was considered reasonable to assume that in 2021 - 2022 that the Private Sector Housing Service would receive around 60 Housing Health and Safety Rating System (HHSRS) Cat 1 hazard complaints from the 19,443 private rented houses in Wolverhampton. This did not mean that there were very few housing problems in Wolverhampton. Private Sector Housing was a reactive service, only responding to complaints that were received. There were rogue landlords who would stop tenants complaining and there were tenants who would not necessarily know how to complain, especially those new to the country and where English was not their first language. The Team were carrying out work with landlords to ensure that tenants knew how to complain about hazards. Work was also being carried out in relation to illegal evictions, and a Trading Standards Officer had been employed to work to stop this. The Team had been successful this year and no illegal convictions had gone to court.

It was noted that in previous years, work had also been carried out with the Refugee and Migrant Centre to ensure that tenants were aware of their rights and how to report hazards, further work was planned in this area. The Rent with Confidence Scheme had been relaunched with an emphasis on landlords and landlord forums would resume soon.

All houses would have elements that needed repair or improvement from time to time, some of which would create a HHSRS Cat 1 hazard. The real issue for Private Sector Housing was where those repairs or improvements were not carried out in an appropriate time scale or at all.

Board noted that the introduction of effective strategic planning and operational management had created a strong foundation to move forward for the Service. The initial focus would be to ensure that 'business as usual' was delivered robustly, expediently, and efficiently, providing reassurance that the service was delivering its core objectives of addressing poor housing and the poor treatment of tenants.

It was stated that Private Sector Housing was now delivering a good service and was in a process of constant improvement with the aim to become an excellent delivering service. The ongoing improvements would allow the City Council to make significant improvements to the private rented housing stock and the lives of the tenants occupying the properties in Wolverhampton.

The Board welcomed the report. Clarification was sought as to the category one definition. It was confirmed that issues such as excessive cold in a property in an affluent area might be managed well by the owners but in a less affluent area, the owners might not be able to keep the house warm and that this would then count as a category one hazard.

The Board also queried the issue of overgrown gardens in private rented properties, and it was confirmed that this could be reported to the Council and that action could then be taken.

The Board requested information about disabled tenants who required adaptations and what action the Council could take to encourage private landlords to fit these adaptations and support the tenants.

The Board requested clarification about the price differences between houses that were the same but where it appeared that WV Living houses were more expensive more than the help to own homes.

The Board were concerned as to how rogue landlords were tracked down and an overview was given as to the legislative powers and options that the council had in relation to this. It was also noted that there were many good landlords out there and some with bad tenants. The Council sought to support these good landlords to bring them onboard to ensure a good standard of housing for all residents.

The Board were pleased to see improvements in relation to private sector housing standards and in particular the work being carried out with landlords. It was noted that rogue landlords had been prosecuted but Board considered that it was a constant battle with the Council needing to remain robust to ensure citizens had decent housing and good living conditions. Board enquired as to the current resources in the Council's Housing Team, the matter of damp and what the current legislation was in relation to overcrowding in rented properties. It was stated that the Team included 10.7 staff plus the Service Manager for Private Sector Housing, who was also currently looking for contractors to provide some extra support whilst the newly recruited team members settled in, it was a new team but a very good and passionate team. In relation to occupancy, houses in multiple occupation (HMOs) consisted of three or more people from two or more households sharing some facilities and for these there were minimum room sizes that were enforced. In relation to larger HMOs (five or more people from three or more households) there was a licensing scheme in place that the Team were looking to extend. In relation to overcrowding in family properties, it was considered the occupants choice to live in such a way and as such the Council was not able to carry out any enforcement other than to signpost occupants to Wolverhampton Homes or other services that might be able to support them. In relation to damp and mould it was a very difficult issue to deal with and was not always an issue with the property. This was due to a large number of houses, that were built as older stock that were then modernised and



sealed up which produced a large amount of moisture within the house. The Council in partnership with Wolverhampton Homes had launched a piece of work to investigate this to try and identify robust and efficient ways to deal with the issue.

A question was raised in relation to cladding and low rise and commercial buildings. The Board enquired as to whether any database existed in relation to buildings such as these, identifying the type of cladding, any risks to residents and whether there was a works programme in place to rectify any issues identified. It was stated that the Ministry for Communities, Housing and Local Government (MCHLG) had sent out guidelines in relation to private Sector housing following the Grenfell tragedy and there had been a collection of information in relation to high rise buildings (over 18 metres tall). There were 46 buildings identified in the City, mainly managed by Wolverhampton Homes and six or seven in private ownership. Those that had the specified cladding were identified and remedied very quickly, no other buildings were identified at the time. It was thought that MCHLG might be considering a similar project in relation to medium rise buildings but nothing had been confirmed yet.

Resolved: That the update be received.

## 6 **Work programmes**

An update on the draft work programmes was provided by the Scrutiny and Systems Manager.

Board members noted the variety of issues being addressed not also noted that it would be beneficial to have more pre decision scrutiny brought to the Board for consideration. It was suggested that Scrutiny Board needed to be considering more of the big decision items prior to decisions being made by the Executive. A request was made for the Relighting our Council item to be considered by scrutiny prior to going to Cabinet on 17 November along with the Leisure Private Finance Initiative Report and the report in relation to City Centre Hotel Delivery. A request was also made for a report to come before the Board in relation to the Council's cultural events, including a breakdown of costs and evidence of demand and the affect that such events had on the local economy.

A question was also raised in relation to exempt items as it was noted that some of the items requested would need to be considered in closed session. In relation to exempt reports. The Council's Chief Operating Officer stated that each report needed to be considered on its on measures and that issues such as Council finances could be a legitimate reason for a report being exempt. It was stated that in all cases the starting point for a report was that it should be above the line and then, only if there was a legitimate reason identified, should it be considered below the line.

Resolved:

1. That the following items be considered by Scrutiny Board as pre decision scrutiny:
  - Relighting our Council update report
  - Leisure Private Finance Initiative report
  - City Centre Hotel Delivery

2. That a report be provided to a future meeting of Scrutiny Board in relation to the Council's cultural events.

# Scrutiny Board

7 December 2021

|  |  |                                     |
|--|--|-------------------------------------|
| <b>Report title</b>                            | Quarter 1 Social Care, Public Health and Corporate Complaints Report 2021-2022   |                                     |
| <b>Cabinet member with lead responsibility</b> | Cllr Paula Brookfield, Cabinet Member for Governance   |                                     |
| <b>Wards affected</b>                          | All  |                                     |
| <b>Accountable director</b>                    | David Pattison, Chief Operating Officer  |                                     |
| <b>Originating service</b>                     | Information Governance, Customer Feedback  |                                     |
| <b>Accountable employee(s)</b>                 | Sarah Campbell   | Customer Engagement Manager         |
|  | Tel  | 01902 551090                        |
|  | Email  | sarah.campbell@wolverhampton.gov.uk |
| <b>Report to be/has been considered by</b>     | Leadership Teams -<br>Finance, Governance, Regeneration,<br>Joint Adult, Children's & Education,<br>Public Health, City Housing &<br>Environment, City Asset & Housing,<br>People and Change | November 2021                       |

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## Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2021 to 30 June 2021.

## 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 corporate policy and procedures.
- 1.2 This report provides an overview of the complaints, including Local Government and Social Care/Housing Ombudsman enquiries received during 1 April 2021 to 30 June 2021.

## **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 and children's complaint handling for council officers, which is available via the council's learning hub. The team is currently working with the Council's organisational development team and is compiling an online training module for Adult's complaint handling; this will be launched during 2021-2022.

## **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 Managing Unreasonable Customer Behaviour Procedure**

- 5.1 The management of unreasonable complainant behaviour procedure has been active since February 2015. During this period, the Customer Feedback Team has managed a total of three cases in line with this procedure.

## **6.0 Complaint Policy/Procedures**

The customer feedback team carries out regular reviews of the council's corporate complaints policy and Children's, Adults and Public Health complaint procedures to

reflect current working practices and legislation. All policies and procedures are presented to the relevant leadership teams and democratic panel/board for approval.

## **7.0 Financial Implications**

7.1 There are no financial implications associated with the recommendation in this report. [GE/04112021/S]

## **8.0 Legal Implications**

8.1 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.

[SZ/08112021/P]

## **9.0 Equalities Implications**

9.1 There are no equalities implications associated with this report.

## **10.0 Environmental Implications**

10.1 There are no environmental implications associated with this report.

## **11.0 Human Resources Implications**

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

## **12.0 Corporate Landlord Implications**

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

## **13.0 Health and Wellbeing Implications**

13.1 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.

#### **14.0 Covid Implications**

14.1 During the period, 1 April 2021 to 30 June 2021 a number of complaint cases were implicated by Covid pandemic which are outlined Appendix 3; some cases are due to government restrictions and regulations in place.

#### **15.0 Schedule of Background Papers**

15.1 None for consideration.

# Appendix 1 Statutory Customer Feedback Children's Services

Quarter 1 (1 April 2021 - 30 June 2021)

**Stage 1 Complaints Received**  
See Appendix 3 (1.2)



**Average Complaint Response Time**  
See Appendix 3 (1.3)



*This represents an increase*



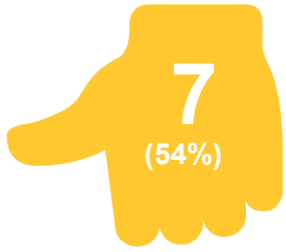
**Stage 1 Complaints Comparison for Q1**  
See Appendix 3 (1.2)



**Complaints where the Council is at fault (Upheld)**  
See Learning Appendix 4

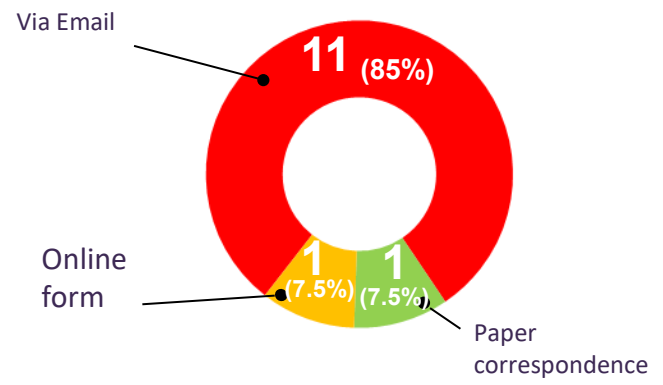


**Complaints where the Council is partially at fault (Partially Upheld)**



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

**How complaints are received**  
See Appendix 3 (1.2)



**Complaints where the Council is not at fault (Not Upheld)**

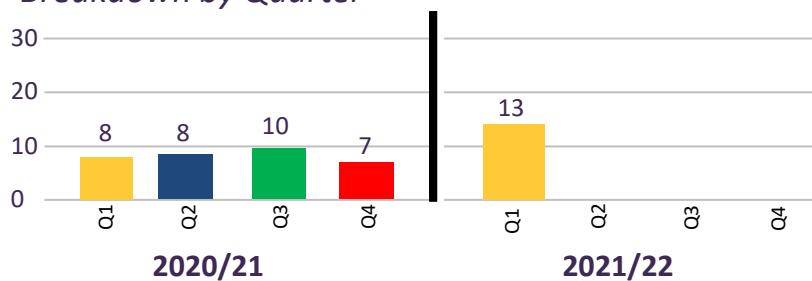


# Appendix 1 Statutory Customer Feedback Children's Services

Quarter 1 (1 April 2021 - 30 June 2021)

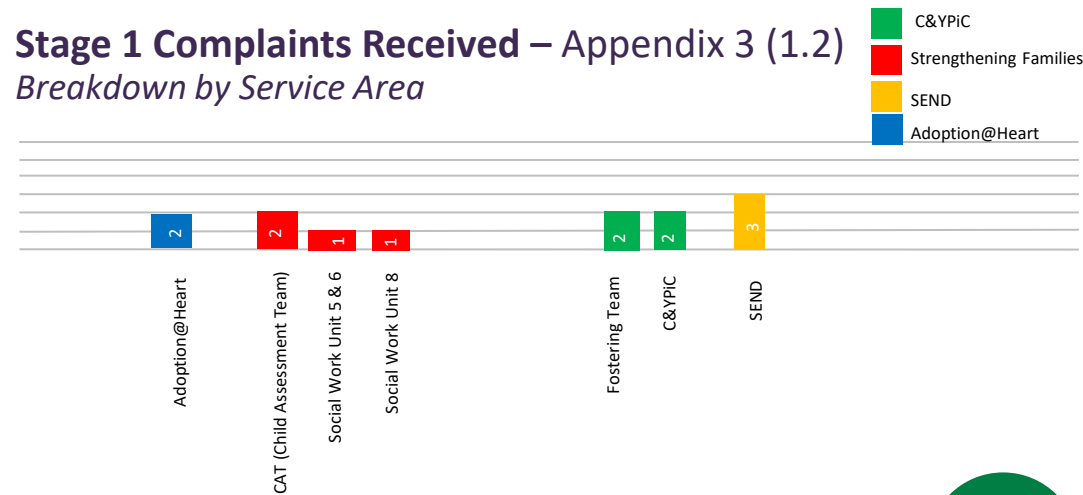
## Stage 1 Complaints Comparison – Appendix 3 (1.2)

Breakdown by Quarter



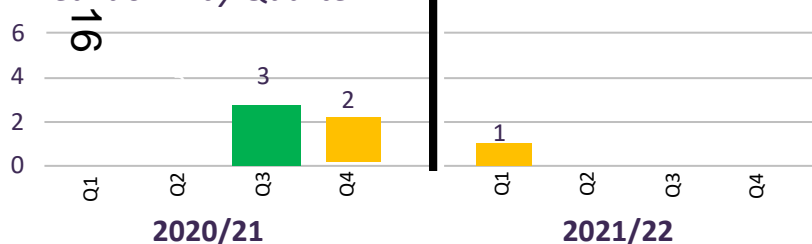
## Stage 1 Complaints Received – Appendix 3 (1.2)

Breakdown by Service Area



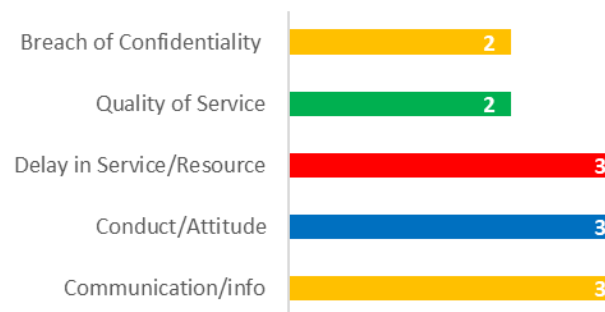
## Stage 2 Complaints Comparison – Appendix 3 (1.5)

Breakdown by Quarter



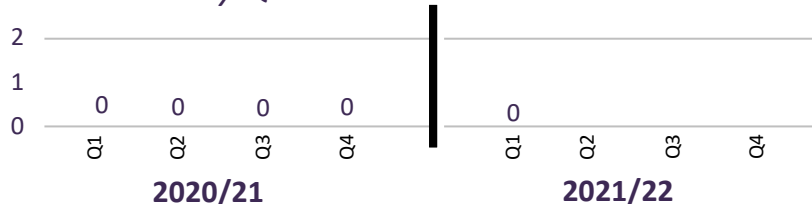
## Stage 1 Complaints Received

Breakdown by Category



## Stage 3 Complaints Comparison – Appendix 3 (1.6)

Breakdown by Quarter



9

Compliments  
Appendix 3 (1.8)

20

Informal  
Complaints  
Appendix 3 (1.1)



# Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Quarter 1 (1 April 2021 - 30 June 2021)

### Stage 1 Complaints (Formal) Received

See Appendix 3 (2.1 and 3.2)



### Average Complaint Response Time

See Appendix 3 (3.4)



Statutory complaints



Corporate complaints

This represents a decrease



6

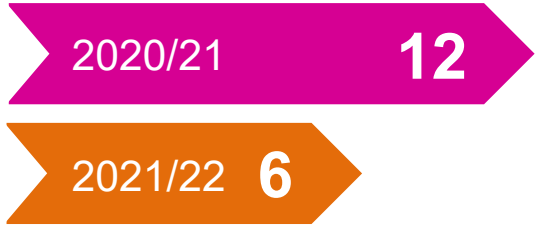
### Complaints where the Council is at fault (Upheld)

See Learning Appendix 4



### Stage 1 Complaints Comparison for Q1

See Appendix 3 (2.1 and 3.2)



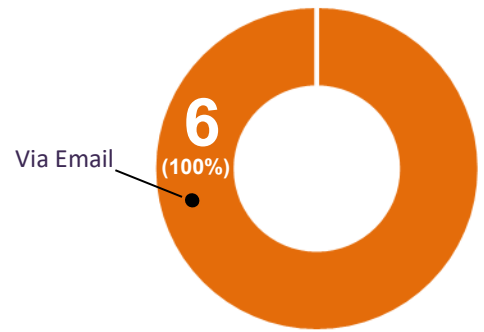
### Complaints Where The Council Is Partially At Fault (Partially Upheld)



Issues have been identified from these 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.

### How complaints are received

See Appendix 3 (3.2)



### Complaints Where The Council Is Not At Fault (Not Upheld)

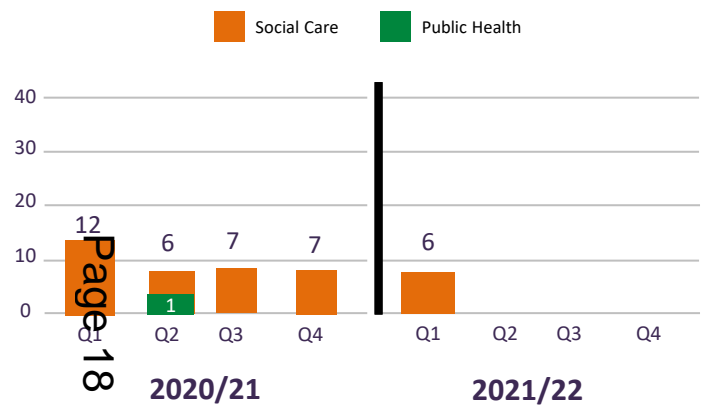


# Appendix 1 Statutory Customer Feedback Adult Services and Public Health

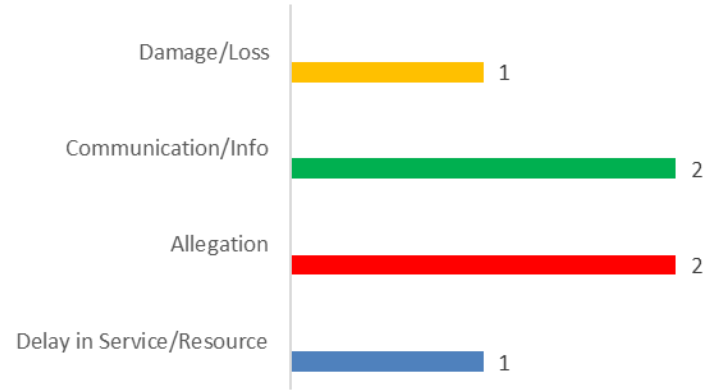
Quarter 1 (1 April 2021 - 30 June 2021)

### Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



### Stage 1 Complaints Received - Breakdown by Category



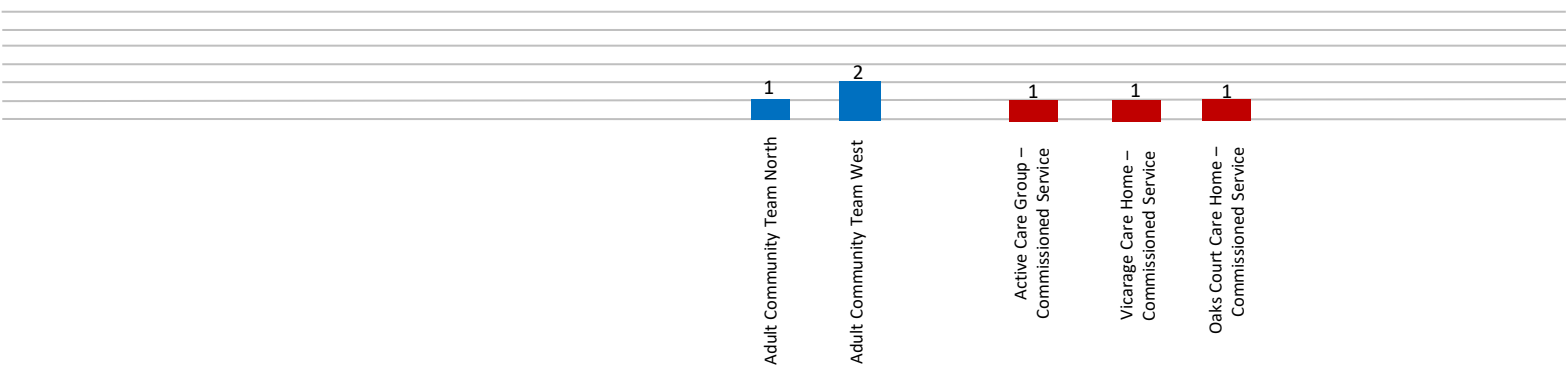
100

Compliments - Appendix 3 (3.5)

13

Informal Complaints Appendix 3 (3.1)

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



Contracted/Independent  
Older People/Reablement

## **APPENDIX 3**

### **SECTION 1:**

### **Children's Services, Adult Services and Public Health Complaints Activity 1 April 2021 to 30 June 2021**

#### **1.0 Children's Services – Complaint Activity**

##### **1.1 Informal Complaints**

The complaint regulations provide an opportunity for young people/children, parents, advocates and carers to raise issues of concern without those matters being treated as formal complaints, as long as they are effectively addressed and resolved in a timely manner. These are referred to as informal complaints; 20 informal complaints were received during 1 April 2021 to 30 June 2021 compared to 4 informal complaints received during 1 April 2020 to 30 June 2020; an increase of 16 cases. Out of the 20 informal complaints, no enquiries were received via an advocacy service.

##### **1.2 Stage One Complaints**

During 1 April 2021 to 30 June 2021 the council received 13 stage one Children's Services complaints compared to eight during 1 April 2020 to 30 June 2020, an increase of five cases. The 13 complaints received during this period refer to seven separate service areas. The highest figure of three cases referred to the SEND team. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. The following customer groups submitted complaints to the council; seven parents/five foster carers and one relative. Out of the 13 complaints logged and investigated, 11 complaints were submitted via email, one complaint via an online form and one complaint via paper correspondence. No stage one complaints were received via an advocacy service. Out of the 13 complaints logged and investigated during this period, two cases were upheld (at fault), seven cases were partially upheld (partially at fault) and four cases not upheld (not at fault).

##### **1.3 Timescales**

Out of the 13 complaints logged and investigated during this period, one complaint was dealt with in accordance with the Children's Act with a response timescale of ten working days; the average timescale was eight working days. 12 complaints were dealt with in accordance with the corporate complaints policy and procedure (Non-Children's Act) with a response timescale of 21 calendar days; the average timescale was 20 days. The customer feedback team regularly reviews response times with Children's Services to improve these timescales and complainants are regularly updated on the progress of their complaint whilst providing realistic timescales.

##### **1.4 Stage Two Complaints**

During this period 1 April 2021 to 30 June 2021, we have received no statutory stage two complaints; this is in comparison to no complaint cases received during 1 April 2020 to 30 June 2020.

The Council received one children's stage two complaint which was dealt with in accordance with our corporate complaints policy and procedure. This is in comparison to no cases received during 1 April 2020 to 30 June 2020. The corporate children's stage two complaint received is as follows:

## APPENDIX 3

- One complaint received for Adoption@Heart in relation to process/procedure and actions of the service; outcome upheld; appropriate remedies and learning have been undertaken with the service

Several other complaints that could have proceeded down this route were resolved after significant intervention, mediation meetings and problem solving with Children's Services, the complainant and customer feedback team.

### 1.5 Stage Three Complaints

Where a statutory children's 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 statutory complaints procedure; a stage three Independent Complaint Review Panel. During 1 April 2021 to 30 June 2021 no complaints escalated to a stage three panel during this period; this is in comparison to no stage three cases during 1 April 2020 to 30 June 2020.

### 1.6 Complaint Category

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

### 1.7 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. During this period nine compliments were received for Children's Services, compared to 13 during 1 April 2020 to 30 June 2020. Connecting Families received two compliments; Court Team received two compliments followed by Children and Young People in Care receiving two compliments.

## 2.0 Public Health Complaints

2.1 Regionally and nationally councils receive very few complaints in relation to Public Health Services. A typical complaint would be where a council has commissioned a service for local people through a Clinic or GP practice. Complaints in relation to GP's and Hospitals are dealt with through a separate complaint process managed by Health Services. In relation to Public Health complaints, there has been no complaints received during 1 April 2021 to 30 June 2021; this is in comparison to no complaints received during 1 April 2020 to 30 June 2020.

## 3.0 Adult Social Care Complaints

### 3.1 Informal Complaints

The complaint regulations provides an opportunity for adult complaints to be resolved informally utilising a number of resolution methods as long as they are effectively addressed and resolved in a timely manner. During 1 April 2021 to 30 June 2021 the council received 13 informal complaints which were resolved at service level without going through the formal route. This was compared to five informal complaints received during 1 April 2020 to 30 June 2020, an increase of eight cases.

## **APPENDIX 3**

### **3.2 Stage One Complaints**

During 1 April 2021 to 30 June 2021 the council received six formal complaints compared to 12 during 1 April 2020 to 30 June 2020, representing a decrease of six complaints during this period. The highest figure of two cases referred to Adult Community Team West. The six complaints received covered five separate service areas and were all received via email. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. During this period, three complaints received were in relation to commissioned services – see Appendix 1. Out of the six cases logged and investigated during this period, one case was upheld, three cases partially upheld and two cases not upheld.

### **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**

Out of the six complaints logged and investigated during this period five complaints were dealt with in accordance with the Statutory Adults procedure with a response timescale of ten working days; the average response timescale was 14 days. One complaint was dealt with in accordance with the corporate complaints policy and procedure with a response timescale of 21 calendar days; the average response timescale was 14 days. Cases responded to outside of the timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

### **3.5 Compliments**

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. 100 compliments were received during 1 April 2021 to 30 June 2021 relating to Adult Services compared to 35 during 1 April 2020 to 30 June 2020. 93 compliments were received for Welfare Rights, followed by three compliments received for the ILS and Locality West, Personalised Support Team, Community OT Team and Commissioning Services received one compliment.

### **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 April 2021 to 30 June 2021**

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

##### **4.1 Informal complaint enquiries/service requests**

The customer feedback team works alongside the service involved and the customer complaining to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that 249 informal complaints and service request enquiries were logged with the customer feedback team during 1 April 2021 to 30 June 2021, compared to 310 received during 1 April 2020 to 30 June 2020. These types of enquiries are varied, for example, missed bin collection, contaminated bins, appeals, parking, litter or enquiries that fall outside of the complaints procedure jurisdiction. All enquiries were logged and resolved informally or sign posted to the correct process without going through the corporate complaints procedure; this provides a swift outcome and resolution for the customer by resolving concerns at service level.

##### **4.2 Corporate stage 1 complaints**

During 1 April 2021 to 30 June 2021 the council received 29 stage one corporate complaints compared to 74 received during 1 April 2020 to 30 June 2020; a decrease of 45 cases. Out of the 29 cases logged and investigated, 11 were upheld (at fault) and 18 not upheld (not at fault). The 29 complaints cover 8 separate service areas, the highest figure of 17 complaints refer to Waste Management, followed by Planning receiving three and Arboriculture receiving three. Out of the 17 complaints referring to Waste Management, two were received for Household Waste and Recycling Centre sites (one case re: access to the site; one case re: assistance during a site visit), seven received for general waste (one case re: lack of response for waste collection timetable; two cases re: bins not provided; four cases re: missed bins) and eight received for garden waste (four cases re: replacement bins not provided; two cases re: missed bins; two cases re: charges/refund). In some cases, this has followed extensive but unsuccessful attempts to resolve some of those matters at service level. Out of the 29 stage one complaints received, 23 cases were submitted via email, four cases via webform, one case via written correspondence and one case via telephone.

##### **4.3 Corporate Complaint Category**

During 1 April 2021 to 30 June 2021 the main issue of complaint involved failure to provide a service (17), followed by dissatisfaction of council policies (7), failure to achieve standards/quality (2) and conduct of employees (3).

##### **4.4 Corporate Timescales**

The average response time for responding to each complaint is 18 days for this period; this is in comparison to 17 days for 1 April 2020 to 30 June 2020. The response timescale for stage 1 complaints responding within 21 calendar days (corporate complaints policy and procedure) is 90%. Out of the 29 cases logged and investigated during this period, 26 cases were responded to within 21 calendar days and 3 cases responded to

## APPENDIX 3

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. Cases responded to outside of the 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.

### 4.5 Stage 2 corporate complaints

During 1 April 2021 to 30 June 2021 the council received five stage two corporate complaints compared to five cases for 1 April 2020 to 30 June 2020, which is consistent. Out of the five cases received, two cases were partially upheld (partially at fault) and three cases not upheld (not at fault).

Stage two complaints received as follows:

City Environment received three cases as follow:

- Waste Management received one complaint in relation to officer conduct, Covid guidelines and customer experience at a refuse site; outcome not upheld
- Grounds Maintenance received one complaint in relation to damage to shrubs and bushes during maintenance work; outcome partially upheld; appropriate remedies and recommendations have been carried out with the service
- Grounds Maintenance received one complaint in relation to maintenance of shrubs and bushes; outcome not upheld

Regeneration received two cases as follows:

- Planning Department received one complaint in relation to council's actions in relation to planning application; outcome partially upheld; appropriate remedies and recommendations have been carried out with the service
- Planning Department received one complaint in relation to planning application and concerns over record of plans on the planning portal; outcome not upheld

### 4.6 Corporate Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. During 1 April 2021 to 30 June 2021 the council has received 56 compliments, which is consistent in comparison to 1 April 2020 to 30 June 2020. Planning received 19 compliments, Skills and Employment received six following by Fly Tipping/Rubbish on the Streets receiving five.

### 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 (LGSCO)

During 1 April 2021 to 30 June 2021 the council received three Local Government and Social Care Ombudsman enquiries.

## APPENDIX 3

Children's Services received one complaint as follows:

- Strengthening Families in relation to failure to act on reported concerns and safeguarding issues; outcome; not upheld, no maladministration

Adult Services received two complaints as follows:

- Adults Services/Commissioning Services received one complaint in relation to actions of care provider; outcome upheld maladministration and injustice. An action plan has been compiled and appropriate learning, remedies and recommendations as outlined in the final report have been put in place
- Adult Services and Health Partnerships received one enquiry in relation to a specialist chair; outcome awaiting Ombudsman's draft decision

During 1 April 2021 to 31 June 2021 Adoption@ Heart, Children's Services received one published report from the LGSCO. The complaint was in relation to a request to register a potential adopter; the council accepted the findings of the LGSCO and in line with recommendations has reviewed its adoption recruitment procedure to ensure it adheres to the Department of Education's 2013 statutory guidance on adoption.

### 5.2 Housing Ombudsman Enquiries

During 1 April 2021 to 30 June 2021 the council received one enquiry from the Housing Ombudsman for Wolverhampton Homes as follows:

- One enquiry received in relation handling of reports of antisocial behaviour concerns; outcome awaiting decision from the Housing Ombudsman

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

During 1 April 2021 to 30 June 2021 the council received six Local Government and Social Care Ombudsman assessment enquiries as follows:

- City Environment received one enquiry for Commercial Regulation in relation to a fixed penalty notice received for opening a shop during a lockdown due to the Covid19 pandemic; outcome closed after initial enquiries out of jurisdiction
- Finance received one enquiry for Revenues and Benefits in relation to housing benefit overpayment; outcome closed after initial enquiries, out of jurisdiction
- Adult Services received one enquiry for Adult Services and Communities in relation to specialist chair; outcome passed to the Ombudsman's investigation team for further consideration
- Adult Services received one enquiry for Adaptions Team in relation to service received; outcome premature complaint
- Wolverhampton Homes received one enquiry in relation to a house move; outcome premature complaint
- Wolverhampton Homes received one enquiry in relation to work carried out to a private property; outcome premature complaint



## **APPENDIX 3**

### **5.4 Housing Ombudsman assessment enquiries**

During 1 April 2021 to 30 June 2021 the council received six Housing Ombudsman assessment enquiries for Wolverhampton Homes as follows:

- One enquiry in relation to how the landlord has handled the resident's reports of outstanding repairs; outcome premature complaint
- One enquiry in relation to whether complainant has exhausted complaints procedure; outcome premature complaint
- One enquiry in relation to how the landlord has handled the resident's reports of antisocial behaviour from their neighbour; reports for repair to damp and mould within the property and the council's housing allocation scheme; outcome premature complaint
- One enquiry in relation to the landlord's handling of outstanding repairs to the fence; outcome premature complaint
- One enquiry in relation to how the landlord has handled the resident's reports of antisocial behaviour from his neighbour; outcome premature complaint
- One enquiry in relation to the customer remaining unhappy with the landlord's response and establish whether the complaint letter is the landlord's final report; outcome awaiting response from the housing ombudsman

### **6.0 Learning/Action Plans**

Where complaints highlight that things have gone wrong, heads of service, managers and the customer feedback team are required to identify these areas, implement remedies and review processes/procedures where necessary. Customer Feedback Team and Directorates are committed to learning and require the completion of a tracking form/learning log from each complaint investigated at all stages. When a complaint is upheld/partially upheld (council at fault) and the findings of a subsequent investigation is for a financial remedy, change to policy or service delivery, the Customer Feedback Team produce an action plan report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Manager/Director to ensure appropriate remedies and changes to policy/service delivery are implemented. The Customer Feedback Team also attend regular quality assurance meetings for Adults and Children's Services and Waste Liaison Meetings to ensure they use the learning from complaints to drive service improvements.

See attached Appendix 4, Learning dashboard

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Quarter 1 – 1 April 2021 to 30 June 2021

**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 delay in finalisation of EHCP plan **Learning** - Processes are being reviewed to avoid delays and manage cases in more timely and appropriate manner*
- *Complaint in relation to waiting over six weeks to receive payments **Learning** – Measures have been put in place to ensure that none of our foster carers are left out of pocket for expenses we have agreed to pay*
- *Complaint in relation to breach of confidentiality **Learning** – The service are in the process of completing a service wide review of our internal procedures and guidance to ensure all new and existing staff are aware of safe practices regarding information sharing that are directly related to their role*

### **Adult Services – Stage one complaint learning**

- *Complaint in relation to lack of communication with family following a safeguarding raised **Learning** – As a result of the complaint, when the adult has an allocated social worker, the MASH team will still be making direct contact with relatives to discuss the concerns received including gathering views and desired outcomes of the relatives*
- *Complaint in relation to mother's belongings disposed of by home manager **Learning** – Unable to provide definite answer on why item was disposed of by previous manager as they have now left. Apologised to complainant and agreed to reimburse*
- *Complaint in relation to delay with assessment following a referral made **Learning** – Case was previously managed by agency worker, apologised to complainant and reassured that resource levels have since improved*

# Appendix 4

## Customer Feedback

### Learning from Complaints

Quarter 1 – 1 April 2021 to 30 June 2021

**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**

- *Complaint in relation to no garden waste service provided and refund request– **Learning** – Apologised to the resident and informed them of the process to enable a refund to be administered to the customer*
- *Complaint in relation to Garden Waste service; purple bin not collected and not happy with the service **Learning** – Apologised to resident and resolved enquiry; informed resident due to Covid a number of staff members have been relocated to accommodate the needs and purposes of the business; this has affected the collections. Collections will be monitored going forward*
- *Complaint in relation to replacement bin not provided. **Learning** – Manager to deliver a replacement bin to the customer. Apology issued to the customer for the delay in resolving the issue*
- *Complaint in relation to missed bin collections. **Learning**- Apologised to resident regarding recycling collection; service reviewed and looked into the matter and established that the recycling collection details were missing from the crew's onboard computer which has caused some confusion on who empties the bins. This has now been corrected and bins will be collected on the scheduled day; crew and customer have been updated*

# Appendix 2 Customer Feedback Corporate Complaints

Quarter 1 (1 April 2021 – 30 June 2021)

## Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)



## Stage 1 Complaints where the Council is at fault

(upheld) See Learning Appendix 4



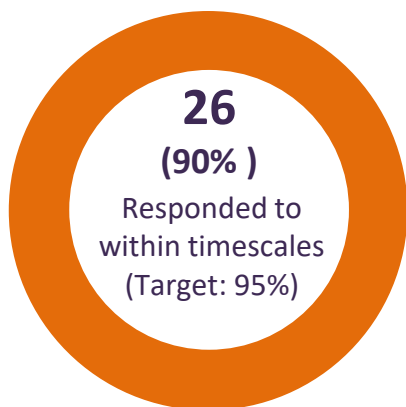
Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

## Stage 1 Complaints where the Council is not at fault



## Stage 1 Response Timescales

See Appendix 3 (4.4)



## Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)



## Stage 1 Complaints Comparison for Q1

See Appendix 3 (4.2)



## Stage 1 Complaints decreased by



Decrease of 45 complaints compared to Q1 2020/21

# Appendix 2

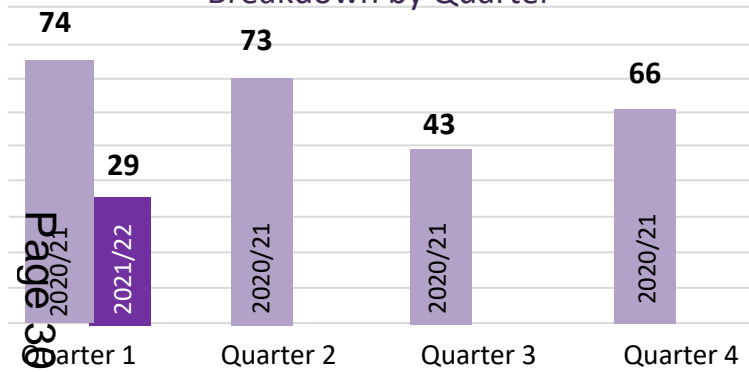
## Customer Feedback Corporate Complaints

Quarter 1 (1 April 2021 – 30 June 2021)

### Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter

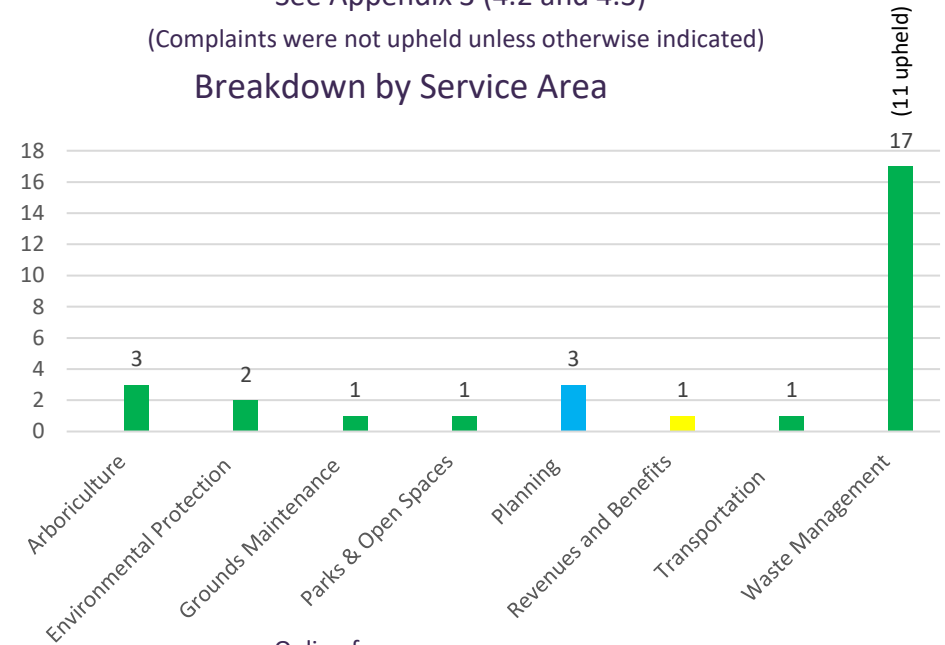


### Stage 1 Complaints Received

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

2021/22



### Service Requests

See Appendix 3 (4.1)

249

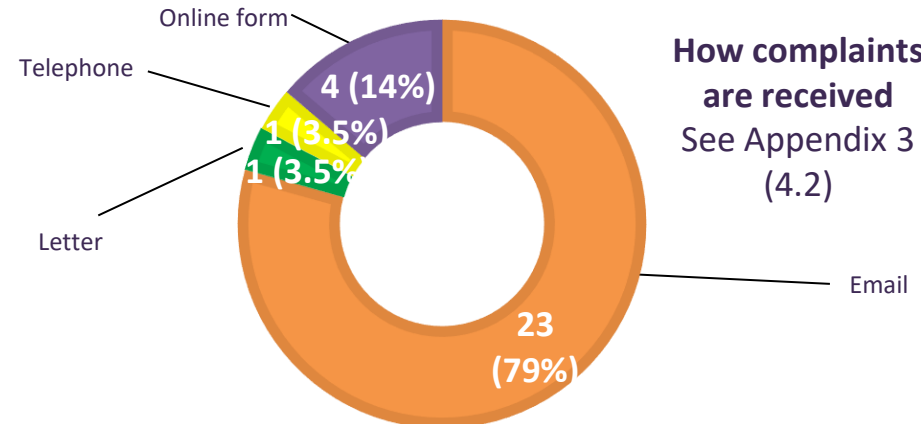
### Compliments Received

See Appendix 3 (4.6)

56

### How complaints are received

See Appendix 3  
(4.2)

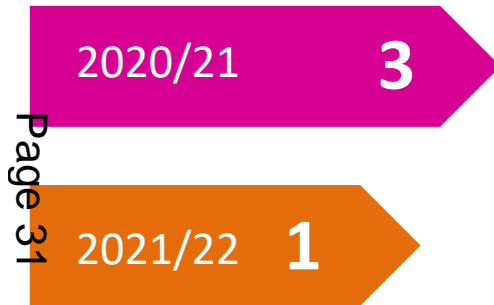


# Appendix 2

Quarter 1 (1 April 2021 – 30 June 2021)

## HO enquiries for Quarter 1

See Appendix 3 (5.2 and 5.4)

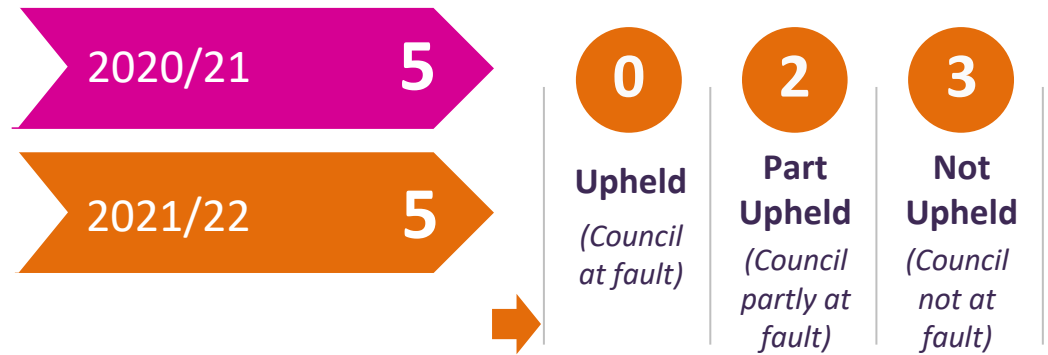


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Figures have increased for 2021/22 Q1 compared to 2020/21 Q1. Customer Feedback team has also received 6 initial HO assessment enquiry for Q1 2021/22.

## Stage 2 Corporate Complaints Comparison for Quarter 1

See Appendix 3 (4.5)



## LGSCO enquiries for Quarter 1

See Appendix 3 (5.1 and 5.3)



Figures have increased for 2021/22 Q1 compared to 2020/21 Q1. Customer Feedback team has also received 6 initial LGSCO assessment enquiry for Q1 2021/22.

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# Customer Contact Update

Quarter 2 2021/22

19 November 2021

Presenter:

**Lamour Gayle**

Head of Customer Engagement and Registrars

[wolverhampton.gov.uk](http://wolverhampton.gov.uk)

Agenda Item No: 5

**Customer Services use a number of channels to communicate with residents, visitors to our city, businesses and partnering organisations.**

Our communication channels include:

- Telephony
- Emails and web forms
- Online and paper application processing
- Face to Face
- Virtual appointments

## Customer Contact data Q2 (July 2021 - September 2021)



**115,799**  
calls  
answered



**27, 904**  
Emails  
actioned



**2,536**  
Applications  
processed



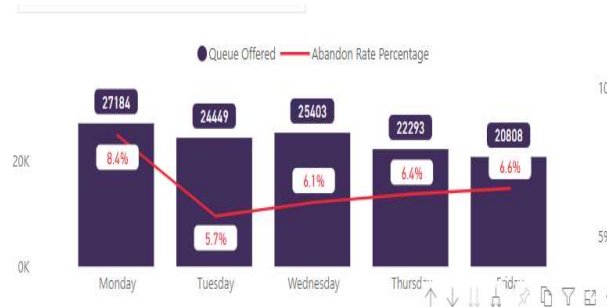
**1164**  
Face to Face  
appointments

During quarter 2, we handled 147,403 Customer Contacts. 6.6 % (9687 calls) of customers terminated their call before we were able to answer.

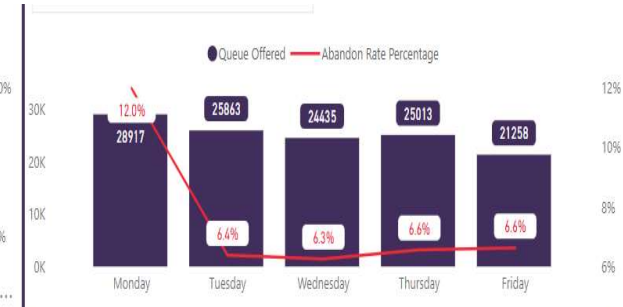
# Communication Channel-Telephony

## Customer call analysis

- During Q2 2021 we received 125,486 calls. Of these calls, we were able to answer 115799. Our call contact response rate for this quarter was 92.3%.
- We received 5,349 more calls this quarter in comparison to the same period during 2020.
- \*An analysis of Mitel (telephony system) was undertaken for the period of 1 July 2021 to 27 September 2021. Data shows that 2491 calls were terminated by the customer within 80 Seconds, 844 of those being within 30 seconds



| Year         | Month        | Calls Offered | Total Calls Answered | Calls Interflowed | Calls Aban'd | Answer Rate % | Abandon Rate % |
|--------------|--------------|---------------|----------------------|-------------------|--------------|---------------|----------------|
| 2020         | July         | 40381         | 37602                | 1451              | 2779         | 93.1%         | 6.9%           |
|              | August       | 34795         | 32144                | 885               | 2651         | 92.4%         | 7.6%           |
|              | September    | 44961         | 42347                | 870               | 2614         | 94.2%         | 5.8%           |
|              | <b>Total</b> | <b>120137</b> | <b>112093</b>        | <b>3206</b>       | <b>8044</b>  | <b>93.3%</b>  | <b>6.7%</b>    |
| <b>Total</b> |              | <b>120137</b> | <b>112093</b>        | <b>3206</b>       | <b>8044</b>  | <b>93.3%</b>  | <b>6.7%</b>    |



| Year         | Month        | Calls Offered | Total Calls Answered | Calls Interflowed | Calls Aban'd | Answer Rate % | Abandon Rate % |
|--------------|--------------|---------------|----------------------|-------------------|--------------|---------------|----------------|
| 2021         | July         | 42161         | 38682                | 388               | 3479         | 91.7%         | 8.3%           |
|              | August       | 39621         | 36829                | 286               | 2792         | 93.0%         | 7.0%           |
|              | September    | 43704         | 40288                | 191               | 3416         | 92.2%         | 7.8%           |
|              | <b>Total</b> | <b>125486</b> | <b>115799</b>        | <b>865</b>        | <b>9687</b>  | <b>92.3%</b>  | <b>7.7%</b>    |
| <b>Total</b> |              | <b>125486</b> | <b>115799</b>        | <b>865</b>        | <b>9687</b>  | <b>92.3%</b>  | <b>7.7%</b>    |

\* Analysis was undertaken for the period 1 July 2021 to 27 September 2021, this equated to 119661 calls

## Communication Channel - Emails and Webforms

- During Q2 we handled 27,904 emails and web form enquiries. Enquiries relating to Revenue and Benefits accounted for the highest number of email and webform customer contact.
- Our service level agreement with the internal services we support is to process customer emails and webform enquiries within two working days. We were able to achieve this during Q2.
- We analyse email data to identify any trends in customer enquiries and to identify opportunities to work with services to improve published customer information.

## **Communication Channel – Online and paper application processing**

- During Q2 we processed 2,536 Blue Badge and School applications.
- Provided support for Home to School Travel appeals.
- Continued to support local businesses with business grant applications.

## Communication Channel – Face to Face and Virtual appointments

At the beginning of Q2 as restrictions were eased, we surveyed our customers over a three week period to ensure that the way in which re-opened was led by our customers in conjunction with data collated from customer insight.

This enabled us to identify locations to deliver community based customer service in addition to the Civic Centre.

During Q2 we undertook 1,164 face to face and virtual appointments. The highest number of appointments were for taxi licensing, followed by appointments related to Revenues and Benefits.

We also delivered community based surgeries to support customers with their applications for Blue Badges. Surgeries for Blue Badge application support are currently held at Bilston Library, Wednesfield Library and the Civic Centre.

We are currently delivering surgeries to support parents and carers with their school admission applications from the Civic Centre and we are currently in the process of identifying further locations to deliver these types of support surgeries.

## **Future Plans to improve the customer journey**

- Review of current telephony system
- Chat Bot solution
- Web Chat solution
- Document scanning solution for customers
- Community based Customer Service Delivery
- CWC and Wolverhampton Homes community based Co-location
- Work with Insight and Performance to identify any trends in demand for
- Blue Badge appeals



## **Lamour Gayle**

Head of Customer Engagement and  
Registrars  
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# RAINBOW CITY

# What is Rainbow City?

- 🌈 Rainbow City is a project that aims to celebrate and support Wolverhampton's commitment to being a fair, diverse and inclusive city; where everyone feels safe and free to be themselves.
- 🌈 The initial idea came from our internal Rainbow Staff Equality Forum in a meeting in July 2020 that was attended by Tim Johnson (Chief Executive Officer) and David Watts (Former Director of Adult Services). The idea was to create a Rainbow Quarter as a home for the LGBT+ communities. After some discussion this was then extended to the whole city thus Rainbow City was born.
- 🌈 The ambition is simple – we want to be a Rainbow City where people can truly be themselves. Whoever you are; you are welcome within the City of Wolverhampton and we want to ensure that this can become a reality.
- 🌈 The project will deliver numerous initiatives across the city that highlights this commitment, with a particular focus on improving health and wellbeing outcomes for our growing LGBT+ community.
- 🌈 This overview will provide a summary of the evidence base behind Rainbow City, the proposed action plan and proposed governance structure that will manage the Rainbow City.

# Evidence base for the Rainbow City project

🌈 Three qualitative sources of feedback have been driving the Rainbow City project so far.

🌈 The '[Improving the Health and wellbeing of LGBTQ+ Communities in Wolverhampton](#)' conference, held at the Civic Centre in November 2019 with approx. 70 attendees.

🌈 The Rainbow Staff Equality Forum, an internal City of Wolverhampton Council staff forum who meet monthly



🌈 Rainbow City Consultation

Page 45  
🌈 **There is limited quantitative data available.** The Office of National Statistics releases annual [sexual orientation statistics](#) (based on results from the Annual Population Survey) which can provide estimates based on region but not locality.

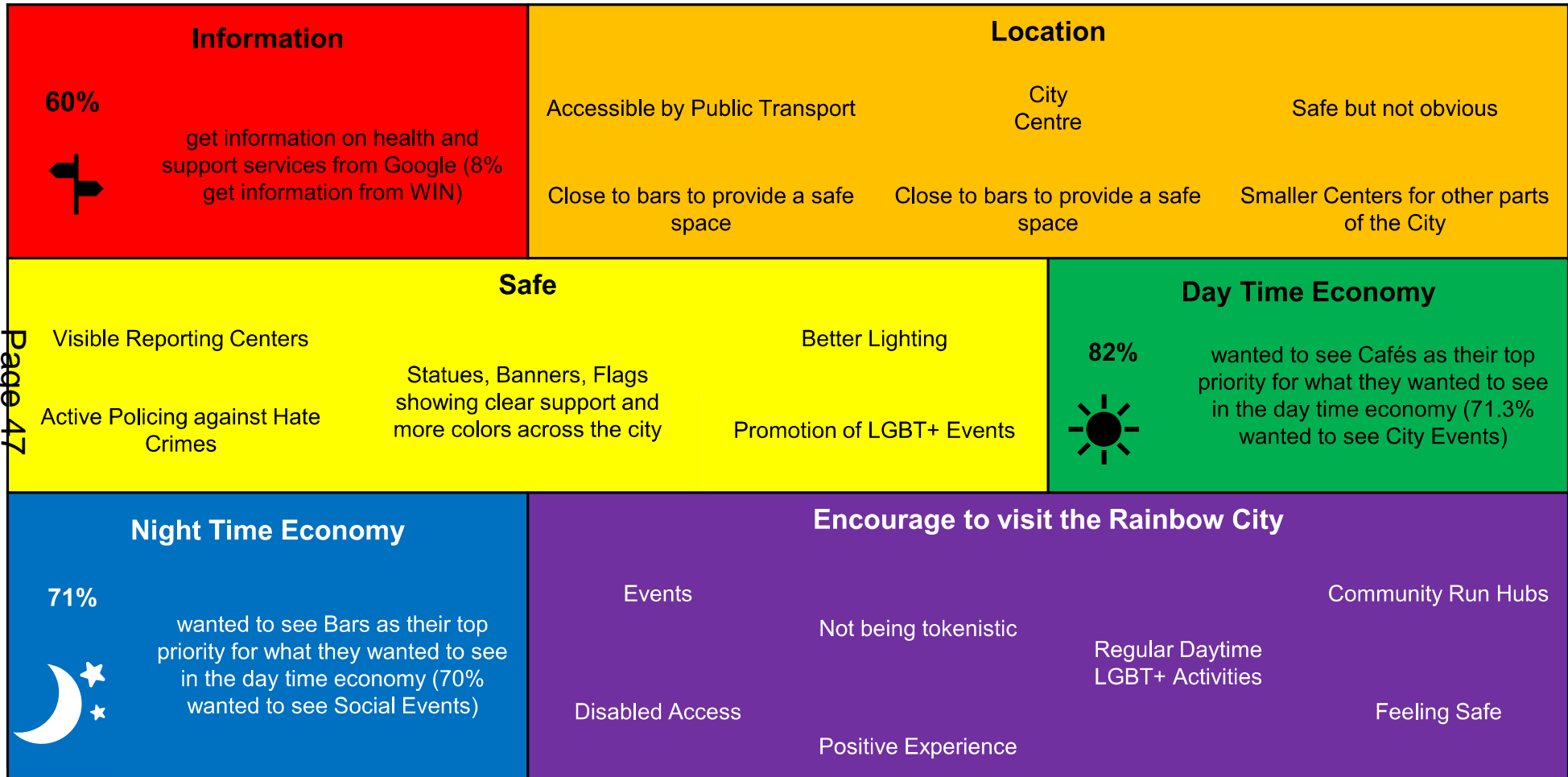
🌈 The most recent available data (2019) estimates that 2.6% of the adult population identify as LGB or 'other' across the West Midlands. Applied to the population of Wolverhampton, this is around **5,200 adults**. Data on Gender Reassignment is not available.

🌈 **The release of data from the 2021 census may offer further insight into our LGBT+ communities.** Optional questions relating to sexual orientation and gender identity were included for the first time. Findings from the census are expected to be released from [March 2022](#).

# Consultation findings (168 Responses)

|  |  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
|--|--|--|----------------|-------------------|----------------|------------------|-----------------------------|------------------------|-------------------------------|---|------------------|---|--|----------------|-------------------|----------------|-------------------|------------------------|---|
| Page 46  | <p><b>82%</b></p> <p></p> <p>agree with the initial principles, vision and objectives of the Rainbow City</p> | <p><b>Benefits of a Rainbow City</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Safer Environment</td> <td style="width: 50%;">Inclusive City</td> </tr> <tr> <td>Equality for All</td> <td>Engagement with communities</td> </tr> <tr> <td>Acceptance</td> <td>Visibility</td> </tr> <tr> <td>More diversity</td> <td>Feeling Included</td> </tr> </table> |                | Safer Environment | Inclusive City | Equality for All | Engagement with communities | Acceptance             | Visibility                    | More diversity  | Feeling Included | <p><b>Achieve in a Rainbow City</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Rainbow Centre</td> <td style="width: 50%;">Greater Awareness</td> </tr> <tr> <td>Welcoming City</td> <td>Accessible Venues</td> </tr> <tr> <td>Lower Hate Crime Rates</td> <td>Be a City where LGBT+ people can thrive</td> </tr> </table> |  | Rainbow Centre | Greater Awareness | Welcoming City | Accessible Venues | Lower Hate Crime Rates | Be a City where LGBT+ people can thrive |
|  | Safer Environment  | Inclusive City   |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
|  | Equality for All   | Engagement with communities  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
|  | Acceptance   | Visibility   |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| More diversity   | Feeling Included   |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Rainbow Centre   | Greater Awareness  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Welcoming City   | Accessible Venues  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Lower Hate Crime Rates   | Be a City where LGBT+ people can thrive  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| <p><b>See in a Rainbow City</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Visibility</td> <td style="width: 50%;">Pride Crossing</td> </tr> <tr> <td>Rainbows</td> <td>Rainbow Map</td> </tr> <tr> <td>Pride Murials</td> <td>Positive Messaging</td> </tr> <tr> <td>Increased LGBT+ Venues</td> <td>Support Service for the LGBT+</td> </tr> </table> |  | Visibility   | Pride Crossing | Rainbows          | Rainbow Map    | Pride Murials    | Positive Messaging          | Increased LGBT+ Venues | Support Service for the LGBT+ | <p><b>67%</b></p> <p></p> <p>thought Wellbeing Services were the top priority for Health and Support Services (with 52% being Sexual Health)</p> |                  | <p>There was a close relationship between all services that were on the consultation which demonstrates the importance of strengthening working relationships between health service providers and the public and voluntary sector services - this to demonstrate the importance and significance of the Rainbow Centre.</p>                                |  |                |                   |                |                   |                        |   |
| Visibility   | Pride Crossing   |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Rainbows   | Rainbow Map  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Pride Murials  | Positive Messaging   |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |
| Increased LGBT+ Venues   | Support Service for the LGBT+  |  |                |                   |                |                  |                             |                        |                               |   |                  |   |  |                |                   |                |                   |                        |   |

# Consultation findings (168 Responses)



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# Further evidence

🌈 **Further insight is available on the national scale** through the [UK wide “LGBT survey”](#), conducted by the Government Equalities Office in 2017. This survey had 108,100 respondents from across the UK. The headline statistics highlight similar challenges to those raised by local LGBT+ communities.

🌈 **Some authorities have commissioned a needs analysis of their LGBT+ communities.** These are typically delivered by voluntary and community sector organisations who have strong links with local LGBT+ communities. Examples include:

🌈 [Encompass Network’s LGBTQ Needs Assessment](#), published in 2014 on behalf of Cambridge City Council and South Cambridgeshire Council.

🌈 Stonewall Cymru engaged with over 500 LGBT+ individuals in Wales to inform the [Welsh Government’s LGBTQ+ action plan](#), which is currently open for public consultation.



# The national picture

Government's ["LGBT Action Plan"](#):

- 🌈 released in 2018, responding to the findings of the national "LGBT survey" conducted the year before.
- 🌈 75 actions, committed for delivery by 2022, across themes including health, education, safety and workplaces.

The [latest progress update](#) (released July 2019) highlighted the following actions:



The appointment of the UK's first "LGBT Health Advisor" (Apr 2019).



The appointment of an "LGBT Advisory Panel". The Panel's term ended in Mar 21 and has yet to be reconvened.

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Funding for training and development of LGBT+ community groups and a small grants scheme, delivered by Consortium (the [LGBT+ Futures Fund](#), Jan 19 to Mar 20).



A new curriculum for Relationships Education (primary schools) and Relationships and Sexual Education (secondary schools) that includes non-heteronormative portrayals of relationships. Schools are required to have implemented the changes by Sept 2021.



Consultation on Banning Conversion therapy (launched on the 29<sup>th</sup> October 2021)



The scheduling of an international LGBT+ conference in Jun 2022, entitled 'Safe to be Me'.

# Drivers for change

## **LGBT+ people show lower satisfaction with their lives than the general population.**

In the national “LGBT survey”, LGB people gave an average rating of 6.5 out of 10, while trans respondents gave an average rating of 5.4. For the general population, the average rating is 7.7.

## **A high proportion of LGBT+ people suffer from mental health issues.**

24% of respondents to the national “LGBT survey” had accessed mental health services in the 12 months prior to responding.

These are likely to have been exacerbated by the Covid-19 pandemic, as indicated in [survey results published by the LGBT Foundation](#).

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## **Many LGBT+ individuals experience hate crime, and this is often unreported.**

The national “LGBT survey” showed that over 40% of respondents had been victims of abuse as they were LGBT, and indicated that over 90% of these incidents went unreported.

## **While some LGBT+ support is available in our city, there is no unified offer.**

Feedback from LGBT+ individuals in the city indicates that this can lead to a perception of Wolverhampton not being LGBT+ friendly.



# Rainbow City Themes

These themes emerged from best practice research. High level objectives have been drafted for each.



## 1: Digital

A dedicated digital offer for Wolverhampton's LGBT+ communities, serving as a single access point for information relating to LGBT+ themed city events, communications, and signposting to sources of support.

**Theme Lead** – Tim Clark / **Deputy Lead** – Christopher Nicholls



## 2: Culture and creative

A city whose institutions celebrate diversity, working alongside a thriving LGBT+ voluntary and community sector that has access to meeting space and funding opportunities to host their own inclusive events.

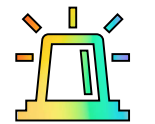
**Theme Lead** – Joanna Grocott / **Deputy Lead** – Sam Axtell



## 3: Health and wellbeing

A city where LGBT+ residents have equal access to services supporting their mental and physical health needs. Access is free of judgement or discrimination, and effective signposting is in place for any services that are not available locally.

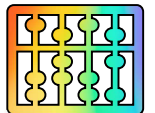
**Theme Lead** – Parmdip Dhillon / **Deputy Lead** – To be appointed



## 4: Community safety

A city where everyone feels confident to be who they are without fear of judgement and abuse, where any discriminatory behaviour is challenged and actioned against.

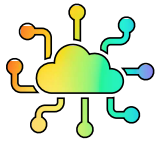
**Theme Lead** – Hannah Pawley / **Deputy Lead** – Deborah Smith



## 5: Education

A city that actively promotes awareness of the challenges faced by our LGBT+ communities, and provides accessible information for all residents who wish to find out more.

**Theme Lead** – Helen Bakewell / **Deputy Lead** – Phil Leviders



# Theme 1: Digital

## Proposed aim:

A dedicated digital offer for Wolverhampton's LGBT+ communities, serving as a single access point for information relating to LGBT+ themed city events, communications campaigns, and signposting to sources of support.

## What is already being done in Wolverhampton?

Websites for Voluntary and Community Sector organisations, including [Wolverhampton LGBT+](#), [x2y](#), and [TNB Connect](#).

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## Possible action(s):

A dedicated Rainbow City website, app, or both collecting dedicated information for the city's LGBT+ communities.



## Links to consultation responses:

60% of respondents said they found health and support services through **Google searches**.

## Points to consider:

Ongoing staff resource required to keep a website/app up to date.

## Intervention examples:

-  [Find the Rainbow](#), North Melbourne, Australia. An interactive map of LGBT+ groups and networks across the locality.
-  [LGBTQ in Hertfordshire](#). While primarily designed for physical media, this guide signposts users to a wide range of services from the local authority, local community groups, and national charities. Topics include sexual health, housing, personal safety, and parenting.



# Theme 1: Digital

**Theme Lead** – Tim Clark  
**Deputy Lead** – Christopher Nicholls

| Proposed aim/outcome  | Link to evidence   | Proposed action   |
|---|--|---|
| <p>A dedicated digital offer for Wolverhampton’s LGBT+ communities, serving as a single access point for information relating to LGBT+ themed city events, communications, and signposting to sources of support.</p> | <p><b>Rainbow City consultation:</b><br/>60% of respondents said they found health and support services through Google searches.</p> | <p>Create a dedicated Rainbow City website, app, or both collecting dedicated information for the city’s LGBT+ communities.</p> |





## Theme 2: Culture and Creative

### Proposed aim:

A city whose public institutions celebrate diversity, working alongside a thriving LGBT+ voluntary and community sector that has access to meeting space and funding opportunities to host their own inclusive events.

### What is already being done in Wolverhampton?

- 🌈 Communications campaigns promoting LGBT+ awareness days, such as International Day Against Homophobia, Biphobia, and Transphobia; International Non-Binary Day.
- 🌈 Event offers from the city's Voluntary and Community Sector organisations.

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### Possible action(s):

- 🌈 A dedicated space for LGBT+ community groups to meet.
- 🌈 Funding for one-off events.
- 🌈 A training and development offer for new and existing community groups to support them to develop sustainable operating models.
- 🌈 Establish a visible statement that publicly exhibits the city's commitment to inclusivity, for example a 'Rainbow Route' from the transport interchange to city centre thoroughfares.



# Theme 2: Culture and Creative

## Intervention examples:

- 🌈 [Proud Trust LGBT+ centre](#), Manchester. Part funded through grants from the Greater Manchester Authority and Manchester City Council.
- 🌈 [Rainbow road crossing](#), Wimbledon, London. Delivered by Love Wimbledon BID and Merton Council.

## Links to consultation responses:

- 🌈 71% of respondents listed '**events**' as a priority for any Rainbow City day time economy offer.
- 🌈 When asked what they would like to see in Rainbow City, '**Pride crossing**', '**pride murals**', and '**visibility**' were terms used by respondents.
- 🌈 Statues, banners, and flags were highlighted as ways to publicly show support.
- 🌈 A city centre location was preferred for any Rainbow Centre.

## Points to consider:

- 🌈 Is there the budget for a small grants offer? Or should the Rainbow City offer focus on supporting community groups to apply for existing funding?
- 🌈 What services/organisations should be co-located in any Rainbow Centre?



# Theme 2: Culture and Creative

Theme Lead – Joanna Grocott  
Deputy Lead – Sam Axtell

| Proposed aim/outcome  | Link to evidence   | Proposed actions  |
|---|--|---|
| <p>A city whose public institutions celebrate diversity, working alongside a thriving LGBT+ voluntary and community sector that has access to meeting space and funding opportunities to host their own inclusive events.</p> | <p><b>Rainbow City Consultation:</b></p> <ul style="list-style-type: none"> <li>71% of respondents listed ‘events’ as a priority for any Rainbow City day time economy offer.</li> <li>When asked what they would like to see in Rainbow City, ‘Pride crossing’, ‘pride murals’, and ‘visibility’ were terms used by respondents.</li> <li>Statues, banners, and flags were highlighted as ways to publicly show support.</li> <li>A city centre location was preferred for any Rainbow Centre.</li> </ul> | <p>Source a dedicated safe space where LGBT+ community groups can meet.</p>   |
|   |  | <p>Secure funding to support a series of events.</p>  |
|   |  | <p>Produce a training and development offer for new and existing community groups to support them to develop sustainable operating models.</p>  |
|   |  | <p>Launch a training and development offer for businesses on how they can support our LGBT+ communities.</p>  |
|   |  | <p>Embedded Rainbow City Charter into our Procurement Processes to demonstrate Council’s and providers commitment.</p>  |
|   |  | <p>Draft proposal for a visual statement that publicly exhibits the city’s commitment to inclusivity. For example, a ‘Rainbow Route’ from the transport interchange to city centre thoroughfares.</p> |

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# Theme 3: Health and Wellbeing

## Proposed aim:

A city where LGBT+ residents have equal access to services to support their mental and physical health needs. Residents can access these services free of any judgement or discrimination, and effective signposting is in place for any specific health services that are not available locally.

## What is already being done in Wolverhampton?




- 🌈 Counselling offer from Wolverhampton LGBT+.
- 🌈 Weekly X2Y youth group meetings in the city centre.
- 🌈 Wolverhampton Children and Adolescent Mental Health Services (CAHMS), who offer support with sexuality and gender.
- 🌈 The Health Inequalities Board, recently formed to address health inequalities across the city.

## Possible action(s):

- 🌈 A needs assessment to build up a clearer picture of the health and wellbeing needs of Wolverhampton's LGBT+ communities.
- 🌈 Dedicated time for trans and/or inter-sex people to access leisure facilities.
- 🌈 Expansion of LGBT+ youth groups with a focus on mental health.


# Theme 3: Health and Wellbeing

## Intervention examples:



-  [LGBTQ Needs Assessment](#), commissioned by Cambridge City Council and South Cambridgeshire Council.
-  [New Beginnings LGBT Youth Group](#), Sefton Council. Open to LGBT+ young people aged 11-19.
-  [All Bodies Swim](#), Hanover, Germany. Trans and intersex swimming sessions.

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## Links to consultation responses:

-  67% of respondents listed **Wellbeing Services** as the top priority for Health and Support services.

## Points to consider:

-  NHS England has [committed to enacting the Health actions](#) listed in the “LGBT Action Plan”. This includes building an evidence base on sexual orientation and gender identity, and filling in gaps in training of health and social care professionals.
-  There are upcoming structural changes in the NHS, which should bring a stronger emphasis on partnership working. This should put local authorities in a stronger position to champion inclusive healthcare for LGBT+ communities.



# Theme 3: Health and Wellbeing

Theme Lead – Pamdip Dhillon  
Deputy Lead – *To Be Appointed*

| Proposed aim/outcomes  | Link to evidence   | Proposed actions   |
|--|--|--|
| Develop a wider proposal for LGBT+ Inclusive Services within Wolverhampton | <b>Rainbow City Consultation:</b><br>67% of respondents listed <b>Wellbeing Services</b> as the top priority for Health and Support services.  | Perform a needs based analysis within Wolverhampton to investigate what is going on<br><br>(This will then determine the next actions for Health and Wellbeing Services) |
|  |  | Develop a yearly strategy for Health and Wellbeing campaigns.  |
| Reduce the isolation experienced by trans in the community.                | <b>Improving the Health and wellbeing of LGBTQ+ Communities in Wolverhampton (2019 conference):</b><br>Safe places to go, talk and meet other members of the LGBT community was highlighted as a need. | Develop a dedicated offer for trans+ community.  |

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# Theme 4: Community Safety

## Proposed aim:

A city where everyone feels confident to be who they are without fear of judgement and abuse, where any discriminatory behaviour is challenged and actioned against.


## What is already being done in Wolverhampton?


 [Stop Hate WLW](#), a city wide campaign to raise awareness of what hate crime is and how to report it.


 Hate Crime reporting centres located around the city, including Base 25, Midland Mencap, W'ton Refugee and Migrant Centre, W'ton University Student Union.

 'Ask for Angela' codeword campaign.

## Possible action(s):

 A training offer for local businesses and organisations, including practical steps that can be taken to make services inclusive and to challenge discriminatory behaviour.

 A Rainbow City accreditation scheme for local businesses and organisations who have undertaken inclusion training and continue to demonstrate their commitment to making their premises a safe space.

 Expansion of existing campaigns, which could include expanding the number of hate crime reporting centres across the city, or introducing a hate crime reporting mobile app.



# Theme 4: Community Safety

## Intervention examples:

- 🌈 [LGBTQ Inclusion Award](#), Sussex. A three tier award for businesses in Brighton and Hove who meet LGBT+ inclusion criteria. Awarded by Switchboard (a regional LGBT+ charity).
- 🌈 [Lancashire LGBT Quality Mark](#). Funded by Lancashire County Council, this accreditation scheme is largely aimed at public services. Awarded by Lancashire LGBT, a regional charity.
- 🌈 [Stop Hate UK](#) hate crime reporting app, currently available in West Yorkshire, Surrey, Stockport and Merseyside.

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## Links to consultation responses:

- 🌈 **Lower hate crime rates** listed as something respondents wanted Rainbow City to achieve.
- 🌈 Suggested steps towards this:
  - 🌈 Active policing against Hate Crimes
  - 🌈 Visible reporting centres
  - 🌈 Better lighting
  - 🌈 Statues, banners, flags, showing clear support.

## Points to consider:

- 🌈 Wolverhampton has the highest outcome rate for hate crime reports across the whole West Midlands police area, yet hate crime is under-reported.
- 🌈 Any further needs analysis work could explore the perceived barriers to reporting hate crime.

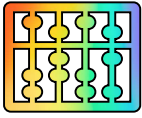


# Theme 4: Community Safety

Theme Lead – Hannah Pawley  
Deputy Lead – Deborah Smith

| Proposed aim/outcomes   | Link to evidence   | Proposed actions  |
|---|--|---|
| <p>A city where everyone feels confident to be who they are without fear of judgement and abuse, where any discriminatory behaviour is challenged and actioned against.</p> | <p><b>Rainbow City Consultation:</b></p> <ul style="list-style-type: none"> <li>• ‘Lower hate crime rates’ listed as something respondents wanted Rainbow City to achieve.</li> <li>• Suggested steps towards this:               <ul style="list-style-type: none"> <li>– Active policing against hate crimes</li> <li>– Visible reporting centres</li> <li>– Better lighting</li> <li>– Statues, banners, flags, showing clear support.</li> </ul> </li> </ul> | <p>Review of current sanctuaries to assess whether expansion is required</p>  |
|   |  | <p>Review and refresh third party reporting centres to ensure that training and practices are up to date and expand where necessary. Relaunch Third Party Reporting Centres following review.</p>                                   |
|   |  | <p>Develop a training offer for local businesses and organisations to raise awareness of hate crime and include practical steps around how to challenge and report hate crime to promote community tolerance and cohesion</p>       |
|   |  | <p>Launch a Rainbow City accreditation scheme for local businesses and organisations. Criteria to include undertaking inclusion training and continued demonstration of their commitment to making their premises a safe space.</p> |
|   |  | <p>Review existing campaigns for hate crime reporting and consider expanding them (e.g. expanding the number of hate crime reporting centres across the city, or introducing a hate crime reporting mobile app).</p>                |
|   |  | <p>Support and Develop Ask Angela/Ask Marc</p>  |
|   |  | <p>Review of culture of Nighttime Economy for LGBT+ Community</p>   |





# Theme 5: Education

## Proposed aim:

A city that actively promotes awareness of the challenges faced by its LGBT+ communities, and provides accessible information for all residents who wish to find out more.

## What is already being done in Wolverhampton?

- 🌈 A dedicated full time PSHE advisory teacher with strong links to LGBT+ communities in the city, supporting schools to embed positive portrayals of LGBT+ relationships in the Relationships and Sex Education curriculum.
- 🌈 Ongoing anti-bullying support to schools, including Headstart Wolverhampton's anti-bullying charter.

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## Possible action(s):

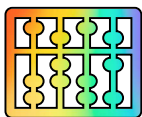
- 🌈 Continue supporting schools to embed the new curriculum for Relationships and Sexual Education.
- 🌈 Introduce an LGBT+ Ally training offer, accessible by anyone in the city who wishes to know more about the challenges faced by LGBT+ people in Wolverhampton and beyond.

## Links to consultation responses:

'Positive messaging' and 'greater awareness' listed as something respondents wanted to see in Rainbow City.

## Intervention example:

[How to be an LGBTQ+ ally](#), online resource from Imperial College London.



# Theme 5: Education

Theme Lead – Helen Bakewell  
Deputy Lead – Phil Leivers

| Proposed Aim/ Outcomes   | Link to Evidence  | Proposed actions  |
|--|---|---|
| <p>A city that actively promotes awareness of the challenges faced by it's LGBT+ communities, and provides accessible information for all residents who wish to find out more.</p> | <p><b>Rainbow City Consultation:</b><br/>'Positive messaging' and 'greater awareness' listed as something respondents wanted to see in Rainbow City.</p>  | <p>Offer support to schools to embed the new curriculum for Relationships and Sexual Education.</p> <p>Launch an LGBT+ Ally training offer, accessible by anyone in the city who wishes to know more about the challenges faced by LGBT+ communities.</p>   |
| <p>Increased awareness and access to training for professionals working with LGBT community (including specialist support)</p>   | <p><b>Improving the Health and wellbeing of LGBTQ+ Communities in Wolverhampton (2019 conference):</b><br/>A need was highlighted for professionals to improve their understanding of the impacts faced by children/adolescents when changing their gender.</p> | <p>Draft a training package with specialists that will reach all professionals in the public sector (scope needs to encompass varied/specialist support needs of LBGT community).</p> <p>Investigate current curriculum requirements of RSE and delivery to date → Work with city partners, specialists and professionals and the community to develop resources for educational institution (for pupils and staff)</p> <p>Develop a new training model to equip teachers with the necessary tools to meet the needs of trans children in primary and secondary schools</p> |

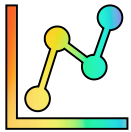
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# Summary of key priorities

## (from the Rainbow City Project Group)



A **needs analysis** of the city's LGBT+ communities, to provide a robust evidence base for medium to long term interventions.



A **digital offer** that provides a 'one-stop shop' showcasing the city's LGBT+ offer.



A **visible statement** of our inclusive commitment, such as a 'Rainbow Route' in the city centre






A **training offer** for businesses/organisations to make their services, premises, and behaviours inclusive; and methods that can be used to safely challenge discriminatory behaviour.

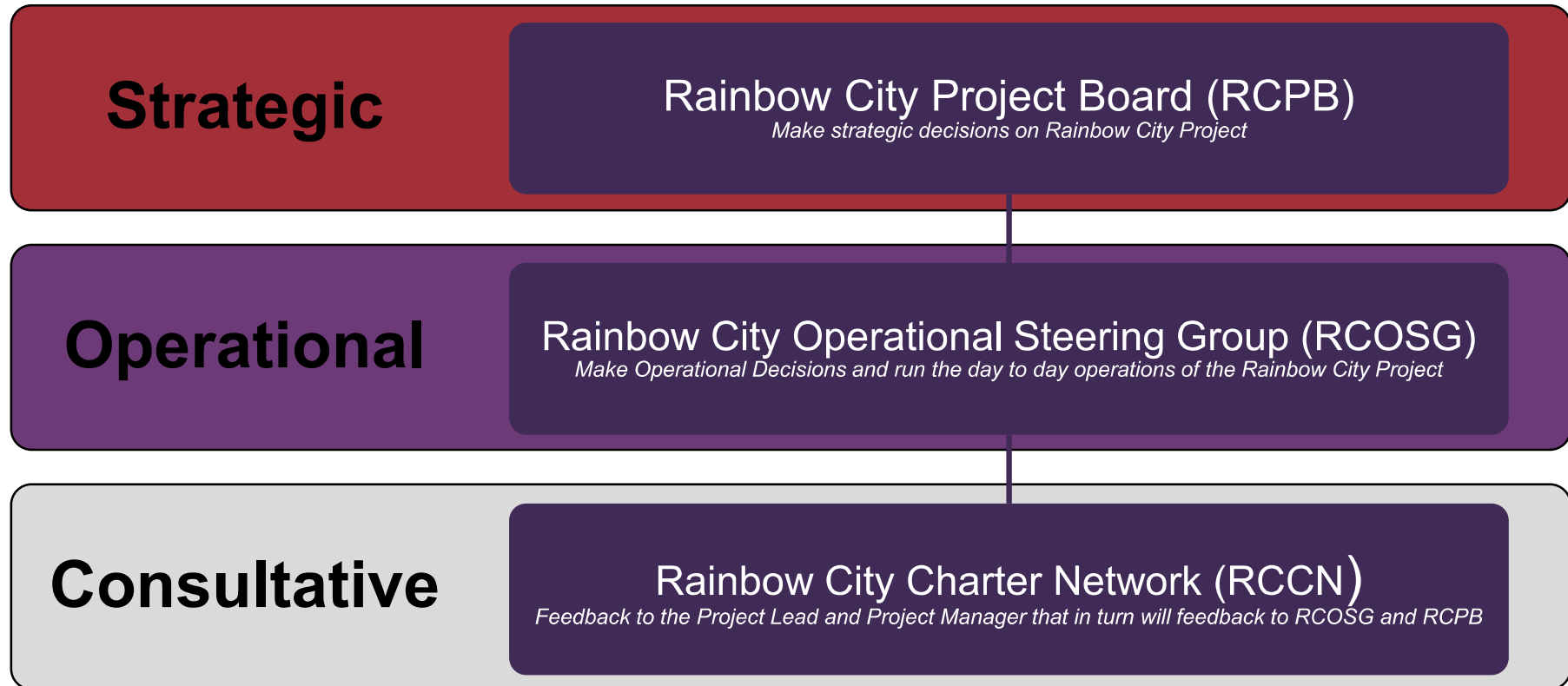


Establishment of a **Rainbow Centre**, to serve as a collective home for LGBT+ community groups in the city.

Supported by:

-  A **Rainbow City Action Plan** with projected timelines and transparent commitments on what will be delivered, by when, and by whom.
-  A **Rainbow City Commitment** document highlighting the challenges faced by our LGBT+ communities, our objectives, how these fit into our wider strategic aims, and how progress will be monitored and shared.
-  A **Rainbow City Charter** highlighting the partnership working behind the commitment and action plan. This will be coproduced and signed by all partners to articulate their commitment towards making Wolverhampton safe, diverse, and inclusive for all.

# Governance of the Rainbow City



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# Rainbow City Project Board (RCPB)

## Role:

Rainbow City Project Group will operate as a decision making for the Rainbow City Project Board.

| Members           |   |   |
|-------------------|---|---|
| Name              | Title   | Workstream Role / Partner Organisation      |
| Julia Nock        | Head of Assets (Chair)                            | Chair of Project Group (Chair)              |
| Jin Takhar        | Head of Equality, Diversity and Inclusion         | Project Executive (Vice Chair)              |
| Kieran Simpson    | Equality Diversity and Inclusion Advisor          | Project Lead                                |
| Harvir Khaira     | Project Manager                                   | Project Manager                             |
| Jan Fegan         | Director of Communications and External Relations | Strategic Executive Board Sponsor           |
| Attendees         |   |   |
| Name              | Title   | Workstream Role / Partner Organisation      |
| Alison Shannon    | Chief Accountant                                  | Subject Matter Expert: Finance              |
| Callum Campbell   | Senior Policy and Strategy Officer                | Subject Matter Expert: Strategy             |
| Tim Clark         | Communications Manager                            | Subject Matter Expert: Communications       |
| Cherry Shine      | Director  | Wolverhampton Business Improvement District |
| Kelly Walker-Reed | Chair   | Wolverhampton LGBT                          |



# Rainbow City Operational Steering Group (RCOSG)

## Role:

Rainbow City Operational Steering Group is where theme leads will feedback on thematic works to inform decisions made in the Project Group. The Project Lead and Project Manager will act as liaison between the Operational Steering Group and Project Group.

| Members         |  |  |
|-----------------|--|--|
| Name            | Title  | Workstream Role / Partner Organisation   |
| Kieran Simpson  | Equality Diversity and Inclusion Advisor       | Project Lead (Chair)                     |
| Harvir Khaira   | Project Manager                                | Project Manager (Vice Chair)             |
| Amanda Sherrard | Corporate Analytics Manager                    | Insight and Performance Lead             |
| Raeesa Mohammed | Analyst  | Insight and Performance Deputy           |
| Tim Clark       | Communications Manager                         | Theme 1 Lead – Digital Lead              |
| Chris Nicholls  | Digital Experience Officer                     | Theme 2 Deputy - Digital                 |
| Joanna Grocott  | Placed Based Manager                           | Theme 2 Lead – Culture and Creative Lead |
| Sam Axtell      | Consultation and Community Involvement Officer | Theme 2 Deputy – Culture and Creative    |
| Parmdip Dhillon | Principal Public Health Specialist             | Theme 3 Health and Wellbeing             |
| TO BE APPOINTED | TO BE APPOINTED                                | Theme 3 Deputy – Health and Wellbeing    |
| Hannah Pawley   | Community Safety Manager                       | Theme 4 Lead – Community Safety          |
| Deborah Smith   | Prevent & Cohesion Co-Ordinator                | Theme 4 Deputy – Community Safety        |
| Helen Bakewell  | Head of Inclusion & Empowerment                | Theme 5 Lead – Education                 |
| Phil Leivers    | Head of Educational Excellence                 | Theme 5 Deputy – Education               |



# Rainbow City Charter Network (RCCN)

## Role:

Rainbow City Charter Network will provide feedback on the Rainbow City at a grassroots and partnership level. This feedback will be feedback to the Project Group to inform decisions on the Rainbow City. This will be set up with the launch of the Rainbow City.

| Members  |  |  |
|--|--|--|
| Name   | Title                                    | Workstream Role / Partner Organisation |
| Julia Nock   | Head of Assets                           | Chair of Project Group                 |
| Kieran Simpson   | Equality Diversity and Inclusion Advisor | Project Lead                           |
| Harvir Khaira  | Project Manager                          | Project Manager                        |
| <i>Other members to be agreed as the aim to be as representative as possible i.e...</i>  |  |  |
| <i>Wolverhampton Homes, Royal Wolverhampton Trust, City of Wolverhampton College, University of Wolverhampton, West Midlands Ambulance Service, West Midlands Police, West Midlands Fire Service, LGBT+ Organisations etc.</i> |  |  |



# Engagement Plan

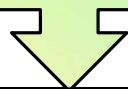
| Date       | Action   | Purpose                   |
|------------|--|---------------------------|
| 13/09/2021 | Rainbow City Project Board                         | Project Board Approval    |
| 17/09/2021 | Rainbow Staff Equality Forum                       | Update                    |
| 24/09/2021 | Meeting with Cllr Anwen Muston                     | Advice                    |
| 05/10/2021 | Strategic SEB                                      | Advice / Initial Approval |
| 06/10/2021 | Cabinet Member Briefing for Governance             | Information               |
| 15/10/2021 | Rainbow Staff Equality Forum                       | Engagement                |
| 18/10/2021 | Project Assurance Group                            | Update                    |
| 07/12/2021 | Equality Advisory Group                            | Engagement                |
| 07/12/2021 | Scrutiny Board                                     | Scrutiny                  |
| 09/12/2021 | City Allies Network                                | Feedback                  |
| 13/12/2021 | Sent out to all Councillors for Feedback           | Feedback                  |
| 13/12/2021 | Sent out to Community Partners for Feedback        | Feedback                  |
| 24/01/2022 | Strategic SEB                                      | Approval                  |
| 09/02/2022 | Cabinet Member for Governance and Ethics Briefings | Approval                  |
| 14/02/2022 | Leaders Meeting                                    | Approval                  |
| 23/02/2022 | Cabinet  | Approval                  |
| 28/02/2022 | Launch (subject to approval at Cabinet)            | Launch                    |

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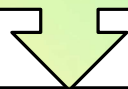


# Next Steps

Alison Shannon (Chief Accountant) is meeting with all Theme Leads to ascertain total costings for the Rainbow City based on current budgets.



Engage with Councillors and Communities to seek their views on the current action plan for Rainbow City



Create the final draft of Rainbow City Action Plan, Rainbow City Commitment Document and Rainbow City Charter



Launch in February 2021 (subject to relevant approvals)

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