Scrutiny Board

17 March 2015

Wolverhampton City Council

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

Venue   Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair   Cllr Peter O'Neill (Lab)
Vice-chair   Cllr Barry Findlay (Con)

Labour	**Conservative**
Cllr Ian Angus	Cllr Arun Photay
Cllr Alan Bolshaw	Cllr Wendy Thompson
Cllr Paula Brookfield	
Cllr Claire Darke	
Cllr Julie Hodgkiss	
Cllr Lorna McGregor	
Cllr Rita Potter	
Cllr John Rowley	
Cllr Stephen Simkins	

Quorum for this meeting is four Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

Contact   Jonathan Pearce
Tel/Email   01902 550741 or jonathan.pearce@wolverhampton.gov.uk
Address   Democratic Support, Civic Centre, 2nd floor, St Peter's Square,
                Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

Website   http://wolverhampton.moderngov.co.uk/
Email   democratic.support@wolverhampton.gov.uk
Tel   01902 555043

Please take note of the protocol for filming, recording, and use of social media in meetings, copies of which are displayed in the meeting room.

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

Agenda

Part 1 – items open to the press and public

Item No.   Title

MEETING BUSINESS ITEMS

1   **Apologies for absence**

2   **Declarations of interest**

3   **Matters arising**

4   **Minutes of the previous meeting (27 January 2015)** (Pages 3 - 6)
           [To approve the minutes of the previous meeting as a correct record.]

DISCUSSION ITEMS

5   **First Impressions of the City** (Pages 7 - 38)
           [To consider the progress made to implement recommendations from the First
           Impressions of the City Scrutiny Review, which concluded in autumn 2014.]

6   **Business Continuity Report** (Pages 39 - 44)
           [To review and comment on the business continuity planning progress outlined in this
           report.]

7   **Complaints Report Quarter 3** (Pages 45 - 68)
           [To review complaints management and performance for the period October 2014 to
           December 2014, and to note and comment on the compliments reporting process
           discussed at 5.0.]

8   **Corporate Performance Report - Quarter 3 2014/15** (Pages 69 - 86)
           [To consider the two indicators within this report rated amber, and suggest which
           indicators should be prioritised to prevent under-performance in the future.]

9   **Information Governance Performance Report - Quarter 3 2014/15** (Pages 87 - 92)
           [To review and comment on the Quarter 3 performance for Information Governance,
           and recommend any further action that may be necessary.]

10   **Work programme** (Pages 93 - 108)
           [To consider the Board's work programme for future meetings.]