



# Confident, Capable Council

## Scrutiny Panel

3 December 2014

**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 Rita Potter (Lab)  
**Vice-chair** Cllr Christopher Haynes (Con)

#### Labour

Cllr Ian Angus  
Cllr Alan Bolshaw  
Cllr Craig Collingswood  
Cllr Jasbir Jaspal  
Cllr Milkinderpal Jaspal  
Cllr Jacqueline Sweetman  
Cllr Mary Bateman  
Cllr Caroline Siarkiewicz

#### Conservative

Cllr Andrew Wynne  
Cllr Arun Photay

Quorum for this meeting is three Councillors.

### Information for the Public

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

**Contact** Andrew Harvey  
**Tel/Email** Tel: 01902 552752 or [andrew.harvey@wolverhampton.gov.uk](mailto:andrew.harvey@wolverhampton.gov.uk)  
**Address** Democratic Support, Civic Centre, 2<sup>nd</sup> floor, St Peter's Square,  
Wolverhampton WV1 1RL

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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**
- 2            **Declarations of interest**
- 3            **Minutes of previous meeting** (Pages 1 - 6)  
[To approve the minutes of the previous meeting as a correct record.]
- 4            **Matters arising**  
[To consider any matters arising from the minutes]

### PRE-DECISION SCRUTINY

### DISCUSSION ITEMS

- 5            **Budget Review - 2015/16 Budget and Medium Term Financial Strategy 2015/16 - 2018/19** (Pages 7 - 22)
- 6            **Budget Update and Review** (Pages 23 - 28)
- 7            **Progress report on Individual Electoral Registration** (Pages 29 - 38)



# Confident, Capable Council Scrutiny Panel

## Minutes - 1 October 2014

### Attendance

#### Members of the Confident, Capable Council Scrutiny Panel

Cllr Rita Potter (Chair)  
Cllr Ian Angus  
Cllr Mary Bateman  
Cllr Alan Bolshaw  
Cllr Craig Collingswood  
Cllr Christopher Haynes (Vice-Chair)  
Cllr Milkinderpal Jaspal  
Cllr Jacqueline Sweetman  
Cllr Andrew Wynne

#### Employees

Keith Ireland	Strategic Director, Delivery
Mark Taylor	Assistant Director, Finance
Sue Handy	Head of Customer Service
Lamour Gayle	Complaints Manager
Andrew Harvey	Graduate Management Trainee
Matt Vins	Graduate Management Trainee

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

*Item No.*    *Title*

- 1 Apologies**  
Apologies for absence were received from Councillors J Jaspal and A Photay.
- 2 Declarations of interest**  
There were no declarations of interest.
- 3 Minutes of previous meeting**  
That the minutes of the meeting held on 10 September 2014 be approved as a correct record and signed by the Chair, subject to;
  - The deletion of 'and that work is continuing to identify a further £1.7 million of savings' from page 3, paragraph 1.
  - The deletion of 'reduce the numbers of council foster carers' from page 3, paragraph 4 and the substitution therefor of 'increase the numbers of Council foster carers'.

- The deletion of 'and use agency foster carers' from page 3, paragraph 4, and the substitution therefor of 'as opposed to using agency staff'.

#### 4 **Matters arising**

Cllr M Jaspal referred to where he had previously requested a report on the Audit Investigation. He noted that it was the Panel, and not himself, which had agreed to receive the report.

Keith Ireland advised that the report had already been received by Audit Committee, and had been thoroughly scrutinised. As such, he offered to present it to Cllr M Jaspal, but indicated that it would not be brought to the Panel.

Resolved:

No further action.

#### 5 **FutureWorks Progress Report**

Mark Taylor presented the report. He referred to paragraph 2.2, and indicated the complexity of installing the largest replacement IT system at the Council in recent years. He acknowledged there had been significant challenges with regards to payroll and payment, but advised the Panel that employees of the City of Wolverhampton Academy Trust, Woden Academy and Wolverhampton Homes had been paid through Agresso. He highlighted that the system was ready to pay Council staff in October, but noted that a few further checks would be made to ensure that risks were kept to a minimum. He explained that the Council was still working through a backlog of payments, with approximately 3,000 overdue, but indicated that around 2,000 were due to suppliers submitting an invoice with no order number. He advised that the Council was working with suppliers to avoid having to send these back and noted that the system had paid out over £150 million since 1 April.

Keith Ireland explained they had also developed a business continuity solution that would run a previous Bankers' Automated Clearing Services (BACS) file, which could be used to pay people in case of any issues. He advised the Panel that the system was working well, and that a lot of the teething issues had arisen due to people needing to adapt. He indicated that a significant number of incomplete orders were sitting in managers' inboxes. He explained that extra support and training would be provided, and that Agresso would soon be providing reports with a lot more in-depth information.

Cllr M Jaspal referred to page 11, and enquired if this included all land owned by the Council.

Mark Taylor explained that the Council needed to put values on its assets, and that a module within the Agresso system would keep this information.

Cllr Bolshaw referred to points 2.5 and 7.1, and enquired if the targets to reduce the number of staff had been met.

Mark Taylor advised that they had already delivered the £1 million target for 2014/15, and explained that plans and restructures were in place to meet the £2.5 million target for 2015/16. He noted that currently they had more people tied down sorting

out teething problems, but indicated that the system was significantly cheaper to maintain in comparison to the Mainframe.

Cllr Angus referred to page 11, and enquired about the project costing and billing. He asked about the number of transactions that had been completed since the go live date, the number of complaints, and the number of payments missed within the agreed payment period. He also asked how long the 1000 outstanding payments which were not waiting for an order number would take to process.

Keith Ireland explained that a new process to manage service information had gone live on 1 October, which would provide faster and more accurate statistics. He indicated that a further report would need to be brought to the Panel to provide evidence of the number of transactions, and those which the Council had failed to process within the agreed payment period. He advised the Panel that if they were aware of a complaint made in relation to a late payment, to forward it onto himself or Mark Taylor to ensure it was completed. In response to a question about companies not providing order numbers, Keith Ireland advised that it created slightly more work for companies, and that it was a teething problem.

Cllr Collingswood enquired if the issue of late payments due to managers not processing them was due to an inadequacy of training.

Keith Ireland advised that all requisitioners and managers had been trained, and that reports would identify particular individuals who required further support.

Resolved:

1. That the report detailing the progress on the FutureWorks programme be received
2. That a report providing further statistical detail with regards to the transactions and payments made by Agresso be presented to the Panel.

6 **Terms of reference and nominations for the Specific Reserves Working Group**

Mark Taylor presented the report, and sought confirmation of nominations for the membership of the Panel.

Resolved:

That the nominations of Cllr Potter, Cllr Haynes, Cllr Bolshaw and Cllr M Bateman to the Specific Reserves Working Group be approved.

7 **Annual Complaints Report**

Sue Handy introduced the report. She referred to 6.1, and highlighted how the complaints process had changed.

Keith Ireland noted that complaints could now be tracked by ward, and encouraged the need for more detailed information on this, to provide greater insight to the corporate team.

Cllr Wynne asked about the different numbers of complaints by ward, and asked how complaints by service aligned with this.

Lamour Gayle explained that this was the first time the team had the facilities to report the number of complaints by ward, and advised the Panel that further information would be available at future meetings.

Cllr Bolshaw asked how the team learnt from mistakes, and enquired as to why some complaints were not dealt with within the allotted response time.

Sue Handy explained that some complaints were particularly complex, and required cross-departmental working. She highlighted that since January, 100% of complaints had been responded to within the 21 day period. She indicated that response rates were aligned with staff appraisals, and helped set staff objectives for her team.

Cllr Angus enquired if there was benchmarking data from other years to act as a comparison, and raised concern over the low level of response to the equalities section.

Sue Handy confirmed that benchmarking data was available from other authorities, but this was the first year that Wolverhampton had collated the information in such detail. She highlighted that they hoped to develop a register for compliments, to learn about good practice.

Cllr M Jaspal offered his support for the report, and asked if the statistics could be used to identify which service areas received the most complaints, and why. He asked for more information to be offered by ward, and asked if the team worked on assessing Freedom of Information (FOI) requests.

Keith Ireland advised the Panel that FOI requests had a response rate in excess of 90%, but noted this was processed in a centrally located team. He offered to bring a further report to the Panel detailing the FOI response rates.

Cllr Sweetman suggested that improving the complaints response rate increased the Council's reputation. She asked how this could be built upon, and enquired about the future marketing strategy for Wolverhampton.

Keith Ireland explained that it was important the Council learnt from complaints. He indicated that a lot of work was being done on the branding of Wolverhampton, and that the communications team were working with the Strategic Director for Education and Enterprise to market the City. He noted that they had undertaken work with Derby City Council to develop the Council's marketing and logo.

Following a question the recording of compliments, Sue Handy advised that they needed to improve their recording, and informing the central team. She extended an invite to Panel members to visit Customer Services and see the work they did.

Resolved:

1. The Annual Complaints Report be received.
2. To agree that the Panel receive a further report providing further statistical information on a ward level.
3. To agree that the Panel receive a report detailing the Council's FOI performance.

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# Confident and Capable Council Scrutiny Panel

03 December 2014

<b>Report Title</b>	Budget Review – 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19	
<b>Cabinet Member with Lead Responsibility</b>	Councillor Roger Lawrence Leader of the Council	
	Councillor Andrew Johnson Resources	
<b>Wards Affected</b>	All	
<b>Accountable Strategic Director(s)</b>	Keith Ireland, Managing Director Sarah Norman, Community Tim Johnson, Education and Enterprise	
<b>Originating service</b>	Strategic Finance	
<b>Accountable officer(s)</b>	Mark Taylor Tel Email	Assistant Director Finance 01902 55(6609) mark.taylor@wolverhampton.gov.uk

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## Recommendation(s) for action or decision:

The Panel is recommended to:

1. Provide feedback to Scrutiny Board for consolidation and onward response to Cabinet on the draft budget and medium term financial strategy 2015/16 to 2018/19, in particular those elements that are relevant to this Scrutiny Panel, including specifically:
  - a. the savings proposals summarised at Appendix A.
2. Approve that the Scrutiny Panel response be finalised by the Chair and Vice-Chair of the Scrutiny Panel and forwarded to Scrutiny Board for consideration.

## 1. Purpose

- 1.1. The purpose of this report is to seek the panel's feedback on the draft five year budget and medium term financial strategy that was approved as the basis of consultation by the Cabinet on 22 October 2014, in particular the elements that relate to the work of this panel.

## 2. Background

- 2.1. At its meeting on 22 October 2014, the Cabinet considered a draft budget and medium term financial strategy for the period 2015/16 to 2018/19. Cabinet approved the draft budget strategy as the basis of budget consultation and scrutiny over forthcoming months.
- 2.2. The Cabinet report identified a requirement to make further savings of £59.2 million by 2018/19, due to a combination of reductions in resources and cost pressures. The report included a list of new savings amounting to £8.9 million to contribute to addressing this savings requirement, in addition to £18.1 million of savings that were approved for further development by Cabinet on 25 June 2014.
- 2.3. As detailed in the Cabinet report, the budget and medium term financial strategy will be considered by scrutiny panels during the November/December round of meetings and the feedback from those meetings will be reported to Scrutiny Board on 9 December 2014, which will consolidate that feedback in a formal response to Cabinet on 14 January 2015. The feedback provided to Scrutiny Board will include questions asked by panel members, alongside the responses that they received. These arrangements have been endorsed by the Chair and Vice-Chair of the Scrutiny Board.
- 2.4. Scrutiny Board will consider the budget again in January 2015, following an update to Cabinet (Resources) Panel on the draft budget and medium term financial strategy and the local government finance settlement, which is scheduled for January 2015. The purpose of this meeting will be to consider the response of Cabinet to the comments made by Scrutiny Board during the November/December round of meetings, together with any new savings proposals that may emerge. The outcome of this Board meeting will be incorporated into the final Cabinet budget report, scheduled for February 2015, ahead of full council considering the budget in March 2015.
- 2.5. In order to limit the volume of paper used as part of the budget reporting process, the Cabinet report has not been appended to this covering report. Panel members are instead requested to bring their copy of the 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19 report, which was circulated with the 22 October 2014 Cabinet agenda. Detail of individual savings proposals can be found on the council's website at: <http://www.wolverhampton.gov.uk/budgetsavings>.

### **3. Proposals relating to the work of this panel**

- 3.1. Included in the draft budget and medium term financial strategy are savings proposals relating to the remit of this panel. These are listed at Appendix A. The panel is requested to provide and record its comments on these proposals, for submission to Scrutiny Board and then Cabinet.
- 3.2. In addition to commenting on these specific savings proposals, the panel may also request additional information or clarification in relation to the budget and medium term financial strategy. Any such requests will be noted separately, either for consideration by the panel at a future date, or for information to be forwarded to the panel members concerned.

### **4. Financial implications**

- 4.1. The financial implications are discussed in the body of the report, and in the report to Cabinet.

[CN/06112014/P]

### **5. Legal implications**

- 5.1. The legal implications are discussed in the report to Cabinet.

[RB/12112014/J]

### **6. Equalities implications**

- 6.1. The equalities implications are discussed in the report to Cabinet.

### **7. Environmental implications**

- 7.1. The environmental implications are discussed in the report to Cabinet.

### **8. Human resources implications**

- 8.1. The human resources implications are discussed in the report to Cabinet.

### **9. Corporate Landlord Implications**

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

### **10. Schedule of background papers**

- 9.1 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19, report to Cabinet, 22 October 2014

## Updated June Savings Proposals by Cabinet Portfolio

### City Services

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Migration of services into the Contact Centre and streamlining existing Customer Service functions</b></p> <p>This proposal will deliver £152,000 savings against Customer Services 2015/16 revenue budget through delivery of the following initiatives:</p> <ol style="list-style-type: none"> <li>1. Migration of appropriate services into the contact centre using "lift and shift" methodology in order to undertake end to end business process re-engineering and deliver efficiencies;</li> <li>2. Undertake a review of services currently delivered through Customer Services to improve working practices, reduce operating costs and deliver efficiencies through implementation of more efficient working practices. Alternative options for delivering some services will also be explored as part of this process.</li> </ol> <p>In order to ensure that any negative impact on our customers is kept to minimum key performance indicators in relation to call wait times and abandonment rates will be monitored closely during delivery of these initiatives; remedial action will be taken as appropriate in order to maintain agreed performance and service standards. Business process re-engineering will include channel shifting customer facing activities where appropriate, this will open up further access channels for our customers and support delivery of back office efficiencies.</p>	Delivery	-	152	-

## Updated June Savings Proposals by Cabinet Portfolio

### Resources

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Revenues &amp; Benefits Restructure</b></p> <p>To restructure the Revenues &amp; Benefits service to:</p> <ul style="list-style-type: none"> <li>• Amalgamate more closely the Council Tax and Benefits processing functions.</li> <li>• Increase focus on recovery of Council Tax and Business Rates.</li> </ul>	Delivery	100	100	-
<p><b>Council tax benefit overpayments one-off/short-term benefit (collection fund)</b></p> <p>Since the abolition of council tax benefit there is no subsidy reclaimed for any overpayments identified after April 2013. This will generate a small surplus within the collection fund for a short period of time.</p>	Delivery	-	50	(50)
<p><b>Advertising Income Generation</b></p> <p>Through various mediums, the aim is to raise £50,000 a year through advertising on Council owned buildings and other assets.</p>	Delivery	-	50	-
<p><b>Sharing Services Across the Black Country</b></p> <p>Work is in progress to establish which services within Finance could be shared across the Black Country to secure cost reduction through more efficient cost effective processes.</p>	Delivery	-	50	50
<p><b>Treasury Management technical changes</b></p> <p>Review of the Council's treasury management policies to identify the opportunity to make technical changes to the calculation reducing the charge to the General Fund whilst maintaining an appropriate degree of prudence in line with legislation and technical guidance.</p>	Delivery	100	-	-

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Treasury Management commercial loans opportunities</b></p> <p>Establish a loan fund to provide loans to voluntary and commercial organisations that would utilise the funding to provide services and facilities in line with the Council's priorities. Loans would be on commercial terms supported by Council borrowing from the Public Works Loans Board and thus generate an income from the interest rate margin.</p>	Delivery	-	50	-
<p><b>Treasury Management savings from capital programme review and impact of 2013/14 outturn</b></p> <p>The capital programme review will reduce the planned level of expenditure and therefore reduce the borrowing costs of the Council. In addition the slippage of expenditure from 2013/14 will generate savings on borrowing cost in 2014/15 due to the reduced level of funding required in earlier periods.</p>	Corporate	900	(14)	(300)
<p><b>Internal Audit - Acceleration of previously identified savings</b></p> <p>(i) Reduction in staffing with a refocus on the workload (reduction in the audit plan and in the number/type of benefit fraud investigations).</p> <p>(ii) Seek additional income from external clients and to identify additional losses due to fraud and error overpayments.</p>	Delivery	-	75	(75)

## Updated June Savings Proposals by Cabinet Portfolio

### Governance and Performance

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<b>Chief Officers' Annual Increments Voluntarily Forgone</b>	Office of the Chief Executive	8	-	-
Ahead of April 2014 several Chief Officers (including Strategic Directors and Assistant Directors) agreed to voluntarily forgo their annual increments which were due to be paid from April 2014.	Delivery	16	-	-
	Community	11	-	-
	Education & Enterprise	9	-	-

## October Savings Proposals by Cabinet Portfolio

### City Services

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<b>Employee car parking fees</b>				
Review car parking fees and payments for council employees.	Delivery	-	300	-



## October Savings Proposals by Cabinet Portfolio

### Resources

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Refocusing Legal Services</b></p> <p>A number of options are currently under consideration including examination and review of the structure and staffing arrangements and a reduction and realignment of online legal research tools.</p>	Delivery	-	177	-
<p><b>Refocusing of Internal Audit Services</b></p> <p>A number of options are currently under consideration including generating additional income, internal recharging and possible shared service arrangements.</p>	Delivery	-	72	-
<p><b>Technical change to the Council's policy for Minimum Revenue Provision</b></p> <p>This proposal involves a change in the basis of calculating the Council's Minimum Revenue Provision (MRP) for the redemption of debt, from straight line to annuity method. The proposal has been identified as a savings opportunity, having undertaken a review of the appetite for risk regarding treasury management activity. As a result we are taking advantage of savings in the short/medium term which will come at a cost in the longer term as costs increase beyond that which would have been incurred as a result of the current straight line methodology. The benefits of this proposal are still considered to outweigh the risk of higher costs in the future and this approach is still considered to be prudent by the Council's Section 151 Officer. The Council's external auditor has also been consulted and is comfortable with the change.</p>	Delivery	-	4,400	-

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Reduction in West Midlands Integrated Transport Authority Levy</b></p> <p>Reduction in the West Midlands Integrated Transport Authority Levy as a result of notification of provisional levy from Centro.</p>	Delivery	-	723	-
<p><b>Acceleration of Existing Savings both from Efficiencies and the restructuring of senior management in order to deliver the Council wide target, of a minimum of £350,000, approved by Full Council on 17 September 2014.</b></p> <p>Acceleration of existing saving proposal - Efficiencies in service delivery across the Delivery Directorate to be achieved through restructuring (0092)</p>	Delivery	-	274	(274)
<p><b>Acceleration of existing saving proposal - reduction in contribution to bad debt provision</b></p> <p>Acceleration of existing saving proposal - reduction in annual budgeted contribution towards the corporate provision for bad debts due to planned revisions and improvements to the debt management process (proposal 0126).</p>	Delivery	-	175	(175)
<p><b>Preliminary estimate of banking charges procurement savings; to be revised when procurement exercise concludes</b></p> <p>Preliminary estimate of banking charges procurement savings; to be revised when procurement exercise concludes.</p>	Delivery	-	40	(40)

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Reduction in the number of payment cards issued</b></p> <p>Payment cards are used by council tax payers who have not opted to pay by electronic means. The intent of this proposal is to reduce the number of payment cards that are issued. In the first instance this will be achieved by a change in procedure to issue cards on request rather than by default although a longer term option to replace payment cards with an alternative method is being researched.</p>	Delivery	-	10	-
<p><b>Penalties for failure to supply information relating to council tax recovery</b></p> <p>The Local Government Finance Act 1992 (Schedule 3) provides for the imposition of a penalty for failure to provide information, or for knowingly providing inaccurate information. The value of the penalty is set in the Regulations as £50 in respect of the first occasion and £200 for failure after a second request. This proposal anticipates a modest increased income as a result of imposing a penalty for failure to provide information once the Council has obtained a Liability Order. The information requested is generally employer details that are necessary in order to set up recovery from earnings. There is also an expectation that this proposed policy will have a positive effect on council tax collection.</p>	Delivery	-	5	-
<p><b>One-off saving from Government grant.</b></p> <p>Housing benefit administration subsidy has been temporarily increased to cover the additional work resulting from various welfare reforms. Under this proposal the balance of grant monies will be recycled into the savings programme.</p>	Delivery	-	225	(225)

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Treasury Management - additional investment income and further reduction in borrowing costs</b></p> <p>Additional Treasury Management investment income and further reduction in borrowing costs resulting from changes to investment risk profiles.</p>	Delivery	-	205	-
<p><b>On-going restructuring of the ICT Service and capitalisation of ICT Capital Programme activity</b></p> <p>A reduction of £317,000 from the ICT Revenue Budget will be achieved through three approaches:</p> <ol style="list-style-type: none"> <li>1. Reductions in spend on ICT contracts with third party suppliers;</li> <li>2. The capitalisation of costs directly related to the delivery of new ICT solutions;</li> <li>3. Alternative and more cost effective approaches for the provision of ICT support.</li> </ol> <p>ICT have a number of contracts with third party suppliers for the provision of ICT services and ICT support and maintenance. All such contracts are actively managed with improved terms and conditions negotiated to ensure value for money is obtained. During 2015/16 a number of significant ICT contracts with 3 to 5 year duration are due for renewal and market research has identified that significant savings can be achieved. It is anticipated these savings will offset any significant impact on ICT support staffing levels and the subsequent impact on service standards. A number of significant new ICT solutions are planned to be delivered during financial years 2015/16 and 2016/17 allowing for the capitalisation of staff time. It is anticipated the level of investment for ICT solutions in subsequent years will be significantly less than in 2015/16 and 2016/17. Consequently changes in service standards may need to be considered to achieve the</p>	Corporate	-	317	-

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p>required savings in future years.</p> <p>Service standards and internal Service Level Agreements (SLAs) will be reviewed prior to the introduction of alternative approaches for delivering the required ICT support services e.g. greater use of self-service and adoption of cloud services. Service users will be consulted to assess any potential impact on service before any changes to the level of ICT support are implemented.</p>				
<p><b>Review frequency and the support for meetings.</b></p> <p>To review the arrangements for provision of administrative and co-ordination support to meetings as well as the frequency of meetings.</p>	Delivery	-	60	-

## October Savings Proposals by Cabinet Portfolio

### Governance and Performance

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Annual Travel Card Scheme Expenditure</b></p> <p>To re-orientate the current manual process to an electronic process for annual travel card passes which will enable 1 Grade 4 full time equivalent (FTE) post to be deleted.</p> <p>To explore with National Express (West Midlands) the ability to change the current scheme to a 'corporate' scheme which will allow the Council to retain the discount currently passed back to employees. The annual travel card scheme can be incorporated into the employee benefit scheme, as a result of which employees will benefit from a saving greater than the discount currently received.</p>	Delivery	-	25	-
<p><b>Occupational Health External Clients</b></p> <p>To explore the external business market in relation to Wolverhampton City Council providing Occupational Health Services.</p>	Delivery	-	10	-

## October Savings Proposals by Cabinet Portfolio

### Leader of the Council

Description of Saving	Directorate	2014/15 £000	2015/16 £000	Later Years £000
<p><b>Additional savings from Communications restructure (026).</b></p> <p>Additional saving from Communications restructure – an additional £200,000 has already been secured from the restructure completed in July 2014.</p>	Office of the Chief Executive	-	200	-
<p><b>Savings from the restructuring of senior management in order to deliver the Council wide target, of a minimum of £350,000, approved by Full Council on 17 September 2014.</b></p> <p>Restructuring of senior management arrangements in order to deliver the Council wide savings target of £350,000, as approved by Full Council on 17 September 2014</p>	Office of the Chief Executive	-	200	-

Further details on the savings proposals are available on the Council's website via the following link <http://www.wolverhampton.gov.uk/budgetsavings>

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# Confident Capable Council Scrutiny Panel

3 December 2014

<b>Report title</b>	Budget Update and Review	
<b>Cabinet member with lead responsibility</b>	Councillor Andrew Johnson Resources	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Keith Ireland, Managing Director	
<b>Originating service</b>	Strategic Financial Services	
<b>Accountable employee(s)</b>	Mark Taylor	Assistant Director Finance
	Tel	01902 55(6609)
	Email	mark.taylor@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>		

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## Recommendation(s) for action or decision:

The Panel is recommended to:

1. Consider the arrangements for:
  - a. Ensuring adequate identification and management of budget risks;
  - b. Budget planning and forecasting for future years.

## 1.0 Purpose

- 1.1 To bring to the Panel's attention, information about the Council's finances that has recently been reported to the Cabinet and Cabinet (Resources) Panel, including:

*Reports relating to the Council's Budget and Medium Term Financial Strategy*

- The Council's forecast General Fund budget and savings requirements for 2015/16 and beyond.

*Reports relating to Monitoring of the Council's 2014/15 Budgets*

- The forecast outturn position for 2014/15 against revenue budgets as at quarter two.

## 2.0 Background

- 2.1 As set out in the Confident Capable Council Scrutiny Panel workplan, regular updates on the budget and medium term financial strategy will be received throughout the year. This is the second report of this nature during 2014/15.
- 2.2 Reports focussing on the Council's finances have been received by Cabinet and Cabinet (Resources) Panel as set out below:

*Cabinet, 22 October 2014*

- 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19.

*Cabinet (Resources) Panel, 11 November 2014*

- Revenue Budget Monitoring 2014/15 – Quarter Two.

**In order to minimise printing costs, the Panel Chair has agreed that full versions of the reports will not be circulated again - however it is recommended that Panel members review the reports ahead of the meeting, and are requested to please bring the full versions that were circulated with the relevant Cabinet and Cabinet (Resources) Panel agenda papers to this meeting.** Summaries from the relevant reports are also included at 3.0 and 4.0 below.

## 3.0 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19

- 3.1 The Cabinet report of 22 October (available via this [link](#)) made reference to the budget strategy approved by Council in March 2014, which includes the following:
- That a minimum of £25 million of additional savings for 2015/16 should be identified and reported to Cabinet in June 2014, in order to demonstrate that a balanced budget can be achieved and that general reserves can be partially replenished.
  - That additional savings for 2014/15 should be identified and reported to Cabinet in June 2014 and then Council in July 2014 in order to revise the 2014/15 budget and reduce the call on general reserves.

- That a further £35 million of additional savings should be identified, taking the total additional savings to be identified to £60 million, in order to address the projected budget deficit over the medium term to 2018/19.

3.2 Substantial progress against this strategy was reported to Cabinet in June 2014 and work has continued to ensure that savings targets agreed are achieved. Table 1 below set out the position against the target at June 2014 and the current position:

**Table 1 – Overarching savings strategy**

Directorate	June Target	June Identified	Revised Target	October Identified	Difference
	£m	£m	£m	£m	£m
Community	17.0	15.3	15.0	15.0	0.0
Education & Enterprise	1.5	0.7	1.9	1.9	0.0
Delivery (inc. Corporate)	4.0	2.1	7.7	9.8	2.1
Office of the Chief Executive	0.2	0.0	0.4	0.4	0.0
To be allocated	2.3	0.0	0.0	0.0	0.0
<b>Total</b>	<b>25.0</b>	<b>18.1</b>	<b>25.0</b>	<b>27.1</b>	<b>2.1</b>

- 3.3 The June target of £25.0 million included £2.3 million of savings yet to be allocated. The entire £25.0 million target has now been allocated and, in addition, £2.0 million that was originally allocated to the Community directorate for 2015/16 has been deferred to be a 2016/17 target.
- 3.4 The significant additional work that has been undertaken since June has resulted in the identification of a total of £9.0 million of additional savings proposals bringing the total to £27.1 million. There has been a further £2.0 million identified to meet the additional deferred Community directorate target referred to above.
- 3.5 The assumptions and projections underlying the MTFs have been reviewed and adjusted where necessary. This review has resulted in adjustments to income from government grant income, expenditure and historic savings proposals. The impact of the 2013/14 outturn as reported to Cabinet (Resources) Panel in July 2014 has also been incorporated in the revised projections. The cumulative impact on the projected deficit is shown in Table 2 below.
- 3.6 While this represents progress against the Council's agreed budget strategy, work will continue to deliver the agreed strategy to address the projected budget deficit; namely to identify a further £35 million of savings for 2016/17. The projected position after taking account of the savings that are identified and amendments to the MTFs projections is summarised in Table 2 below:

**Table 2 – Projected remaining budget deficit**

	2014/15 £000	2015/16 £000	2016/17 £000	2017/18 £000	2018/19 £000
<b>Projected remaining budget deficit (cumulative)</b>	<b>(11,827)</b>	<b>(21,261)</b>	<b>(32,894)</b>	<b>(50,541)</b>	<b>(59,190)</b>
Savings proposals identified	1,885	25,169	4,716	(1,015)	(765)
MTFS Adjustments	0	(8,889)	(2,416)	(3,209)	547
<b>Revised projected remaining budget deficit (cumulative)</b>	<b>(9,942)</b>	<b>(3,096)</b>	<b>(12,429)</b>	<b>(27,882)</b>	<b>(36,749)</b>

- 3.7 Table 3 below sets out the projected uncommitted General Fund balance after taking account of the savings identified to date and the revised MTFS assumptions and projections:

**Table 3 – Projected uncommitted General Fund balance**

	2014/15 £000	2015/16 £000	2016/17 £000	2017/18 £000	2018/19 £000
<b>Projected surplus (deficit) as at March 2014</b>	<b>4,512</b>	<b>(16,749)</b>	<b>(49,683)</b>	<b>(100,184)</b>	<b>(159,374)</b>
Cumulative effect of savings proposals identified	1,885	28,939	60,709	91,514	121,554
Cumulative effect of MTFS adjustments	7,548	(1,341)	(12,646)	(20,742)	(28,291)
<b>Revised projected surplus (deficit)</b>	<b>13,945</b>	<b>10,849</b>	<b>(1,620)</b>	<b>(29,462)</b>	<b>(66,211)</b>
Shortfall against £10 million minimum	-	-	11,620	39,462	76,211

- 3.8 As can be seen, whilst the savings proposals identified are sufficient to rebuild general reserves to the minimum £10 million level in 2015/16, work must continue in order to avoid exhausting general fund balances in 2016/17.
- 3.9 In order to support the savings programme in rebuilding general reserves it is proposed that expenditure during the remainder of 2014/15 be restricted to that which is essential to enable the Council to undertake its planned level of services.
- 3.10 It should also be noted that the projected general fund balance is subject to change as a result of any variations in the outturn for 2014/15. These will continue to be monitored on a quarterly basis and the projections updated where necessary.
- 3.11 It is proposed that the 2015/16 budget and medium term financial strategy 2015/16 - 2018/19 (MTFS) and incorporating the savings and MTFS adjustments are approved as the basis for the 2015/16 budget consultation.

3.12 It is proposed that authority be delegated to the Cabinet Member for Resources in consultation with the Assistant Director Finance to approve the final budget consultation arrangements.

#### **4.0 Revenue Budget Monitoring 2014/15 – Quarter Two**

4.1 The Cabinet (Resources) Panel report of 11 November (available via this [link](#)) states that an overall net over spend of £3.3 million (1.32%) is projected against the General Fund net budget requirement of £247.8 million.

4.2 The Council continues to be faced with a challenging projected financial position over the medium term, and significant savings are required in order to achieve a robust financial position. An update to the Medium Term Financial Strategy presented to Cabinet on 22 October 2014, detailed the current projections and the remaining projected budget deficit, after savings identified to date, of £37 million. This projection was based upon the outturn position forecast in the Quarter One Revenue Budget Monitoring Report adjusted for the £2.5 million additional redundancy cost shown above in Corporate Budgets.

4.3 The budget shown in the report reflects the acceleration of existing and additional 2014/15 savings proposals equating to £1.7 million approved by Cabinet on 25 June. These savings will reduce the call on general fund reserves this financial year.

4.4 In order to support the savings programme in rebuilding general reserves it is proposed that expenditure during the remainder of 2014/15 be restricted to that which is essential to enable the Council to undertake its planned level of services.

4.5 Schools have submitted budget plans, approved by governing bodies, for the current financial year which show a reduction in end of year balances. They forecast that schools will use £7.1 million of reserves and that they will end the year with balances of approximately £8.9 million. Plans are currently being revised and an update will be reported to a future meeting of Cabinet (Resources) Panel.

4.6 An update on the General Fund budget risks is provided in the report. Overall the risk for 2014/15 is currently assessed as amber.

4.7 It is important to note that projected redundancy costs of £7.5 million are included in the forecast outturn, and will be funded by a contribution from the Efficiency Reserve. The projected costs are subject to change dependent upon the actual redundancies approved by year end.

4.8 In accordance with the Council's financial procedures rules, all virements in excess of £50,000, or those that result in a transfer between Employees and Other Controllable Expenditure headings, require the approval of this panel. There is one virement that requires approval during this quarter.

4.9 The most significant factors contributing towards the projected overspend against the budget are reported in more detail on a service-by-service basis in the report.

## **5.0 Financial Implications**

5.1 These are detailed within the reports to Cabinet and Cabinet (Resources) Panel.

[RT/18112014/D]

## **6.0 Legal Implications**

6.1 These are detailed within the reports to Cabinet and Cabinet (Resources) Panel.

[RB/20112014/B]

## **7.0 Equalities Implications**

7.1 These are detailed within the reports to Cabinet and Cabinet (Resources) Panel.

## **8.0 Environmental Implications**

8.1 These are detailed within the reports to Cabinet and Cabinet (Resources) Panel.

## **9.0 Schedule of Background Papers**

9.1 2015/16 Budget and Medium Term Financial Strategy 2015/16 – 2018/19, reported to Cabinet 22 October 2014.

Revenue Budget Monitoring 2014/15 – Quarter Two, reported to Cabinet (Resources) Panel 11 November 2014.



# **Confident, Capable Council Scrutiny Panel**

3 December 2014

<b>Report title</b>	Individual Electoral Registration	
<b>Cabinet member with lead responsibility</b>	Councillor Paul Sweet Governance and Performance	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Keith Ireland, Managing Director	
<b>Originating service</b>	Democratic Services	
<b>Accountable employee(s)</b>	Martyn Sargeant	Head of Democratic Services
	Tel	01902 555043
	Email	<a href="mailto:martyn.sargeant@wolverhampton.gov.uk">martyn.sargeant@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	n/a	

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### **Recommendation(s) for action or decision:**

The Panel is recommended to review the closure report for the Individual Electoral Registration project.

## **1.0 Purpose**

- 1.1 The Panel has been monitoring the implementation of the new electoral registration arrangements, known as Individual Electoral Registration (IER). This report outlines progress over the past six months and enables the Panel to review the project closure report.

## **2.0 Background**

- 2.1 The Electoral Registration and Administration Bill 2013 received Royal Assent on 31 January 2013. An expert panel was appointed by the Cabinet Office approximately two years ago to help shape the process for IER and ensure practical issues were not overlooked. The panel consists of a number of experienced electoral administrators and electoral registration officers.
- 2.2 The project has been co-ordinated by the Electoral Services team with support from the Corporate Programme Office, and involvement from other corporate services (e.g. ICT, Communications, Customer Services, etc.) as required.

## **3.0 Implementation arrangements**

- 3.1 Work up until 'go live' in June 2014 focused on ensuring the necessary systems were in place to facilitate the new IER arrangements. This was a significant national piece of work, co-ordinated by the Cabinet Office through a number of regional structures and working with the electoral management system (EMS) suppliers. The Council's own EMS proved to be very effective, offering the necessary functionality to process individual registrations and link to other systems, primarily the Department for Work and Pensions' (DWP) database. This was not the experience across the country, or even within the region (e.g. both Birmingham and Walsall have had major difficulties, and had to engage significant additional support from the EMS supplier over the summer).
- 3.2 The go live process in June/July also went smoothly. Detailed statistics are contained in the project closure report, which is attached as appendix A, but the headline 'match rate' (the number of people on the existing register confirmed with DWP and local records) was over 90%.
- 3.3 Follow-up to the initial phases was delayed by the unexpected Police and Crime Commissioner by-election in August, which caused the canvassing stage to be put back several weeks. However, there was enough flexibility in the timetable to allow this and ensure the new IER electoral register will be published on 1 December. Final data, based on the new register, will be tabled at the Panel meeting.

## **4.0 Follow-up to the implementation project**

- 4.1 The Electoral Services team will continue to handle registrations over the coming months, working to maximise the accuracy of the register prior to the General Election in



May 2015. This will include a confirmation exercise in January/February to encourage new registrations and amendments to existing details.

- 4.2 Following the General Election there will be a full canvass to create a register from scratch. This will include deleting from the register anybody who has not successfully registered under IER (i.e. provided their date of birth/National Insurance number, and been confirmed by DWP).

## **5.0 Financial implications**

- 5.1 The government has committed to meeting IER implementation costs in full and has provided the Council with funding totalling £132,000 over 2013/14 and 2014/15.. This resource has been utilised in a variety of ways, facilitating additional mailouts and canvassing, encouraging representation amongst under-represented groups, such as students, and tackling increased enquiry volumes because of the new arrangements. It has also supported infrastructure development arising from IER, including software enhancements and new equipment purchases.
- 5.2 Although final outturn figures are not yet available, the indications are that the funding will not be fully utilised in 2014/15. Any surplus funding will be carried forward into 2015/16 to support further individual electoral registration activities.

[GE/14112014/H]

## **6.0 Legal implications**

- 6.1 The Council must comply with the requirements of the Electoral Registration and Administration Act 2013 and has a statutory obligation to implement the new electoral registration arrangements.

[RB/17112014/S]

## **7.0 Equalities implications**

- 7.1 The Cabinet Office issued an impact assessment of IER from a national perspective which contained an equalities analysis. An initial analysis was also undertaken at a local level, which helped shape some of the project work (e.g. in the communications strand). There was not a requirement for a full analysis to be undertaken.

## **8.0 Environmental implications**

- 8.1 There are no environmental implications arising from this report.

## **9.0 Human resources implications**

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

## **10.0 Corporate landlord implications**

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

## **11.0 Schedule of background papers**

Confident, Capable Council: Update on the introduction of Individual Electoral Registration, 17 April 2014

## INDIVIDUAL ELECTORAL REGISTRATION (IER) END OF PROJECT REPORT

### Documents Controls

#### Version Control

Version	Version Date	Author	Reason for Change
V0.1	12.11.2014	L.Gittos	Initial draft
V0.2	13.11.2014	L.Gittos	Further detail added
V0.3	13.11.2014	Martyn Sargeant	Financial information added

#### Quality Reviews

Version	Review Date	Reviewed by	Role	Reviewers Comments

#### Approvals

Version	Name	Role	Date of Issue
V1.0	Martyn Sargeant	Head of Democratic Services	13 Nov 2014

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2	Project Status and Reason for Closure .....	9
3	Review of Projects Objectives.....	<b>Error! Bookmark not defined.</b>
4	Review of Team Performance.....	9
5	Follow On Actions and Recommendations .....	9
6	Lessons Log.....	<b>Error! Bookmark not defined.</b>
7	Appendix .....	<b>Error! Bookmark not defined.</b>

## 1 Overall Project Performance

Legally the Council was obligated to deliver the IER project as part of the national scheme; the government saw this project as an opportunity to address electoral registration and election fraud.

**Data Matching:** initially, out of a voting age population of 179,090, just over 150,000 residents were matched against the Department for Work and Pensions' database, which equates to nearly 84%. This was a slight improvement on the dry-run exercise previously undertaken. The postal voter match rate was even higher at about 89% (16,240 out of a potential 18,225). After local data matching (e.g. using Council Tax records), the match rate improved to 90% (161,205 voters). The ward breakdown (appendix 1) shows a more detailed breakdown of where matching was not possible initially (red and amber status).

The areas with the highest red statuses were:

- St Peter's
- Blakenhall
- Heath Town
- Graiseley
- Park

**Follow-up Phases:** following the initial data matching stages, work took place over the autumn to target those properties for which no information was held and those individuals already on the register for whom a match had not been achieved. This was done through a targeted canvass exercise, commencing with mailings to the relevant addresses of either a household enquiry form (HEF), which sought to establish who was resident at a property, or an invitation to register (ITR), which captured the details of particular individuals, including the additional data now required (date of birth and National Insurance number). This is effectively an ongoing process and will culminate in the short term in the republication of the electoral register. There will be a further push in early 2015 (prior to the General Election) and then a full canvass exercise in summer 2015.

**Project Governance:** Overall the project performed well and to the set standard to manage projects in Wolverhampton City Council. Key project milestones and risks were supplied by the Cabinet Office, the documents were reviewed and a full project plan was created to support project execution. A risk and issue register was also put in place and reviewed as part of the IER catch-up meetings between the Project Manager and Project Co-Ordinator. The project produced monthly highlight reports to joint SEB/CDB, following the Corporate Programme Office standards.

**Scanners:** New A3 scanners were required to support the new registration form template issues by the Cabinet Office. Additional budget was supplied by the Cabinet Office to purchase the equipment; work was done with ICT to ensure they were installed by the correct date for go-live.

**Printing and Mail Out:** After a tender review it was agreed at the Project Board to appoint an external company (FCS) to supply and print materials. Overall the printing was done to the desired standard, although there was one issue with one of templates but this was dealt with

and corrected. There were large volumes to be printed and from this numerous lessons have been learnt, going forward processes will be changed to ensure thorough checking of all new templates.

**Communication:** The project engaged early with the Council's Communications Team to ensure a positive approach was taken and a plan put in place. Materials for communication were supplied by the Cabinet Office; logos and banners were used as appropriate for signage, etc. Communication about IER was minimal with the public initially as the national launch was not planned until June 2014. Therefore the Council's communication was centred on registering to vote: 'It's your vote - don't lose it'. Various forms of communication, from leaflets and social media, were employed to get the message out. In the first week of the Facebook page being launched, 447 Wolverhampton residents followed the link to the Electoral Commission site.

Pop up stands were established at the University of Wolverhampton and Wolverhampton Colleges' Freshers Fairs in autumn 2014, and also in spring 2014 at the College campuses. At the latter events, paper forms were given out and students encouraged to register before the transfer to IER. At the Freshers Fairs, students were given cards and leaflets outlining what IER is, how it can affect them and how to register. The Registrar at the University of Wolverhampton sent an email to all staff in the summer of 2014 outlining the changes to voter registration, advising how to support students throughout it and encouraging them to register if necessary. A link to the 'register to vote' webpage was also added to the University's enrolment page. Every student must re-enrol each academic year, so the traffic through this site would be very high. There is on-going work to secure a data sharing agreement with the University, which would enable a mass mail out to students. There is also on-going work with the Students Union at the University of Wolverhampton to engage students to help canvass residents to register to vote. Both the College and the University have expressed an interest in continued engagement with the Electoral Registration team, particularly in events running up to the General Election, to boost student registration.

**Customer Services:** The Customer Services team's involvement in IER revolved around the dissemination of legislative changes and providing customers with correct advice and first time resolution on every contact. The Business Relationship Manager and Complaints Manager ensured that knowledge and systems training was scheduled in at early intervals allowing time for queries to be addressed in the internal domain before the public accessed front of house and telephony services. Web content 'wire-frames' were created to ensure the customer journey was considered from every entry point available. Front of house queries were brought to the main reception counter with staff receiving increased training around document verification and assistance. Performance feedback is monitored on an on-going basis with existing business rules to be reviewed to ensure the IER changes have fully embedded into business as usual.

**Information Governance:** A privacy impact assessment (PIA) was completed for the project. Information governance and the protection of data is also part of the cascade of training for staff and canvassers.

**Equalities:** There was early engagement with the Council's Equalities team. Although a national document was provided by the Cabinet Office, there was a requirement to carry out a local screening, which helped focus work particular strands of work.

**Financials:** for 2014/15, the Cabinet Office provided initial funding of £96,000 to cover the additional costs of IER implementation. This was subsequently supplemented by a further £5,000 to cover the cost of procuring A3 scanners (see above). Although final budget information is not yet available (due to ongoing costs in the final stage of the canvass exercise), the project is well under budget for the year to date. The majority of the budget has been expended on additional printing/mailing costs and extra office staff during the implementation phase.

**Changes:** During the delivery period of the project there was re-scheduling due to the Police and Crime Commissioner (PCC) bi-election that was held in August 2014. This changed the schedule slightly, and the project plan was adjusted accordingly. Overall this has not affected the end date of the project and the register will be published on 1 December as planned.

**Issues:** An incorrect letter was mailed out to 39,085 residents in Wolverhampton; they are not on the open register as the letter advised. Given the scale of the issue, an advertisement was placed in the Chronicle and Express and Star advising of the mistake, apologising for the error and confirming that people who have been asked for their details to be removed from the open register are, in fact, on the edited version.

## 2 Project Status and Reason for Closure

The project has now moved into closure, with the main deliverables for the project now achieved. The project will soon release the final copy of the register and statistics will be shared with the Cabinet Office. A report will be submitted to the 3C Scrutiny Panel and approval for formal closure will be sought at the IER Project Board on 10 December 2014. The project will then move into business as usual for the elections team.

## 3 Review of Team Performance

The project structure established a disciplined and co-ordinated approach to delivering its key objectives set out by central government for the project. The project established a project team in January 2014 comprising key officers and stakeholders who would support the delivery of the project, linking into Procurement, ICT, Communications and Customer Services. All project members deserve credit for their approach to delivering the work required; the elections team played a pivotal role in this.

The IER Board met as and when required and provided the requisite steer and undertook the required decision-making function.

## 4 Follow On Actions and Recommendations

The main follow ups after closure are:

- De-duplication – removing duplicate entries from the register
- Confirmation exercise in late January/early February 2015

**Wolverhampton: IER implementation data**

	DWP-Red		DWP-Amber		DWP-Green		LDM-Green		Confirmed		Not confirmed	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
All Electors	25,666	14.33	3,326	1.86	150,098	83.81	11,107	100.00	161,205	90.01	17,885	9.99
Attainers	268	0.15	10	0.01	552	0.31	4	0.04	556	0.31	274	0.15
Postal Voters	1,715	0.96	273	0.15	16,248	9.07	1,022	9.20	17,270	9.64	966	0.54
Proxy Voters	2	0.00	1	0.00	21	0.01	0	0.00	21	0.01	3	0.00
Carry-forward electors	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

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	DWP-Red	%	DWP-Amber	%	DWP-Green	%	LDM-Green	%	Confirmed	%	Not confirmed	%	Confirmation letters	HEF letters	ITR letters
All Wards	25,666	14.33	3,326	1.86	150,098	83.81	11,107	100.00	161,205	90.01	17,885	9.99	161,205	17,249	17,885
Bilston East	1,172	0.65	146	0.08	8,054	4.50	577	5.19	8,631	4.82	741	0.04	8,631	1,354	741
Bilston North	909	0.51	123	0.07	7,797	4.35	429	3.86	8,226	4.59	603	0.03	8,226	590	603
Blakenhall	1,467	0.82	253	0.14	6,870	3.84	516	4.65	7,386	4.12	1,204	0.10	7,386	774	1,204
Bushbury North	987	0.55	105	0.06	8,007	4.47	526	4.74	8,533	4.76	566	0.03	8,533	529	566
Bushbury South and Low Hill	1,312	0.73	191	0.11	8,171	4.56	544	4.90	8,715	4.87	959	0.05	8,715	1,073	959
East Park	1,004	0.56	176	0.10	7,707	4.30	484	4.36	8,191	4.57	696	0.04	8,191	785	696
Ettingshall	1,413	0.79	189	0.11	7,616	4.25	600	5.40	8,216	4.59	1,002	0.06	8,216	1,292	1,002
Fallings Park	936	0.52	95	0.05	7,999	4.47	443	3.99	8,442	4.71	588	0.03	8,442	479	588
Graiseley	1,528	0.85	236	0.13	6,687	3.73	649	5.84	7,336	4.10	1,115	0.07	7,336	1,039	1,115
Heath Town	1,877	1.05	242	0.14	6,758	3.77	653	5.88	7,411	4.14	1,466	0.07	7,411	1,377	1,466
Merry Hill	1,005	0.56	102	0.06	8,203	4.58	527	4.74	8,730	4.87	580	0.03	8,730	515	580
Oxley	1,101	0.61	116	0.06	7,801	4.36	545	4.91	8,346	4.66	672	0.03	8,346	614	672
Park	1,647	0.92	337	0.19	6,080	3.39	749	6.74	6,829	3.81	1,235	0.10	6,829	1,497	1,235
Penn	1,323	0.74	142	0.08	8,561	4.78	686	6.18	9,247	5.16	779	0.04	9,247	481	779
Spring Vale	1,019	0.57	118	0.07	7,680	4.29	492	4.43	8,172	4.56	645	0.04	8,172	609	645
St Peters	2,624	1.47	284	0.16	5,316	2.97	531	4.78	5,847	3.26	2,377	0.10	5,847	2,062	2,377
Tettenhall Regis	1,218	0.68	162	0.09	7,921	4.42	584	5.26	8,505	4.75	796	0.06	8,505	582	796
Tettenhall Wightwick	1,232	0.69	129	0.07	7,711	4.31	637	5.74	8,348	4.66	724	0.03	8,348	594	724
Wednesfield North	878	0.49	64	0.04	7,817	4.36	452	4.07	8,269	4.62	490	0.02	8,269	383	490
Wednesfield South	1,014	0.57	116	0.06	7,342	4.10	483	4.35	7,825	4.37	647	0.03	7,825	620	647

DWP Red: Checked with DWP and not confirmed.  
DWP Amber: Checked with DWP and requires local checking.  
DWP Green: Checked with DWP and confirmed.  
LDM Green: Red and Amber from above, checked and confirmed through local data.

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