

Scrutiny Board

8 September 2015

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 Stephen Simkins (Lab)
Vice-chair Cllr Barry Findlay (Con)

Labour

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Dr Michael Hardacre
Cllr Lorna McGregor
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Jacqueline Sweetman

Conservative

Cllr Arun Photay

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:

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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 for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting (21 July 2015)** (Pages 3 - 8)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**
[To consider any matters arising in the minutes.]

DISCUSSION ITEMS

- 5 **Tracking and Monitoring of the Private Rented Houses Scrutiny Review** (Pages 9 - 26)
[To consider progress made to implement recommendations from the scrutiny review and agree to close the review.]
- 6 **Tracking and Monitoring of the Prevent Scrutiny Review** (Pages 27 - 42)
[To close down the review on the basis that the recommendations have been implemented and proposals for sustainable delivery developed.]
- 7 **Tracking and Monitoring of the First Impressions of the City Scrutiny Review** (Pages 43 - 50)
[To consider the further progress made to implement recommendations from the scrutiny review.]
- 8 **Corporate Complaints Report Q1 2015/16** (Pages 51 - 72)
[To review complaints management and performance for Quarter 1 2015/16 (April 2015 to June 2015).]
- 9 **Work programme** (Pages 73 - 80)
[To consider the Board's work programme for future meetings.]

Scrutiny Board

Minutes - 21 July 2015

Attendance

Members of the Board

Cllr Stephen Simkins (Chair)
Cllr Barry Findlay (Vice-Chair)
Cllr Ian Angus
Cllr Philip Bateman MBE
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Peter O'Neill

Employees

Charlotte Johns Head of Transformation

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies for absence**
Apologies for absence were received from Cllr McGregor, Cllr Photay, Cllr Sweetman, Keith Ireland and Adam Hadley.
- 2 **Declarations of interest**
There were no declarations of interest.
- 3 **Minutes of the previous meeting (30 June 2015)**
Resolved:
 That the minutes of the meeting held on 30 June 2015 be approved as a correct record and signed by the Chair.
- 4 **Matters arising**
Charlotte Johns, Head of Transformation, summarised some of the amendments made to Corporate Plan as a result of Councillor suggestions made at the last meeting, which were as follows:
 - A new milestone was added: 'Deliver an effective and coordinated consultation and communication plan to support the development of a West Midlands Combined Authority.'
 - A new paragraph was added outlining importance of cultural offer.
 - Specific mention was made to coaches in 'keeping the City moving.'
 - Reference was made to partnership working with the fire service.

These changes were communicated to the Board members on 6 July 2015.

5

Corporate Performance Report Quarter 4 and Year End 2014/15

Charlotte Johns, Head of Transformation, presented the Corporate Performance Report outlining some of the trends in performance of the Council.

Cllr Bolshaw sought clarity on figures provided for the number of visitors to cultural venues. He queried why there was no target set for this measure and asked what constituted as a venue. The Head of Transformation explained that the performance indicator was designed to capture the importance of promoting Wolverhampton's heritage and cultural offer. She noted that this is a difficult area to monitor and that the Council tracks the number of visitors to its art galleries and museums. She added that there was a reduction in the fourth quarter's performance as this was after the Christmas period when there was a surge of activity. She explained that work was taking place to change the methodology for this indicator so that the quality of data can be improved. Cllr Bateman suggested the Council should be monitoring the number of hotel beds in Wolverhampton as a way of measuring visitor numbers. He noted that Centro could provide data about transport users, which could also be valuable. The Head of Transformation explained that the current indicators were chosen based on corporate priority of promoting cultural attractions. Cllr Brookfield noted that perhaps the issue was symptomatic of a bigger problem for Wolverhampton, namely that it the City is not promoting itself enough.

Cllr Angus raised queried the performance indicator for the prevalence of excess weight in adults. The Head of Transformation explained that this indicator is baselined against national data, which is not yet available. She reassured the Board that Public Health has been collating local data as a way of monitoring the direction of travel in this field. Cllr Angus also voiced concern about the number of sick days lost to absence, and asked if there was benchmarking data to compare the Council's performance. The Head of Transformation explained that the indicator is currently not comparable with other councils' data due to the way the information is collated; however, the methodology for this indicator will change for 2015/16, so that benchmarking is possible. She added that there is a Sickness Management Board that considers information relating to absences and that this issue is also being considered by a Cabinet Member.

Cllr Findlay noted the issue of sickness absence, and asked what processes were in place for monitoring absence. The Head of Transformation explained managers operate a duty of care like other organisations. She noted that absence information is now recorded centrally rather than across different departments. She added that developments on the Agresso system will allow the Council to assess correlations between sickness leave and other factors such as agency staff.

A discussion followed about whether there was a link between the number of appraisals and sickness absences. The Head of Transformation explained that refreshed appraisal paperwork will address issues such as stress and wellbeing. She noted that the main issue with appraisals was that they have not been recorded centrally, not that they hadn't been happening. Cllr Brookfield queried how long it will take before the new appraisal system becomes fully operational. It will not be until later in 2015/16 that the data quality is higher. Cllr Brookfield added that there should be a rider about agency staff, so that appraisal data is not distorted. She also noted a wider issue of social work agency staff being able to move between regional

authorities offering the best pay deals and working packages. She noted that there were also issues about losing experienced social workers.

Resolved

- 1) That the Stronger City Economy Scrutiny Panel receive a report on cultural venues, footfall through transport links and hotel bed figures, and that panel respond back to Board about findings.
- 2) That the Scrutiny Board receive an update report on the First Impressions of the City review, and this item be added to the work programme.
- 3) That the Scrutiny Board receive an update report on looked after children and the Families R First programme.

6 **Complaints Report Quarter 4 2014/15**

Sue Handy, Head of Customer Services, presented the Complaints Report and drew the Boards attention to the last quarter and annual performance of 2014/15. She summarised the report noting the following key findings:

- The Complaints Team responded to stage one complaints well within their targeted timescale.
- There was an increase in the number of complaints recorded due to improved awareness of the complaints process and greater transparency.
- Focus groups with customers have been providing feedback in trend areas, which is then fed back to the relevant service area.
- There were over a hundred compliments in the third and fourth quarter of 2014/15; efforts are being made to monitor compliments through a central point
- A policy has been introduced to manage unreasonable complaint behaviours

Cllr Bolshaw queried the purpose of ward level data for the Complaints Team. The Head of Custer Services explained this information is used by the Equalities Team to better understand if vulnerable demographics in Wolverhampton are being included. This feedback is also used to improve service areas as it helps the Complaints Team identify trend areas. Cllr Simkins requested for greater Councillor involvement in the process.

Cllr Collingswood queried the role of the Councillor SPOC. This contact point is a trial in the People Directorate; Councillors can email a specific mailbox, call the complaints team or register an issue with councillor support officers. This allows data to be managed by central point and to be analysed in same way as customer complaint data. Corporate leadership and SEB have considered this proposal. The Head of Customer Services noted that there was a need not to create a two tier complaints system whereby Councillor complaints were fast-tracked ahead of other complaints. She also informed the Board that Wolverhampton Homes use a SPOC.

Cllr Collingwood also questions what sort of customer service training had been provided to front-of-house staff and whether standards were monitored. The Head of Customer Services explained that City Direct employees receive mandatory customer service training, which will also be rolled out to all staff in the new appraisals package. She added that this will be monitored by Agresso. She informed

the Board that the Complaints Team have been using mystery shoppers and customer satisfaction reporting to assess services.

Cllr O'Neill praised the quick response times of the Complaints Team. However he drew the Board's attention to the number of Ombudsman complaints and questioned whether there was a weakness in the system that had resulted in complaints being escalated to this level. He also raised the issues of an abandoned fridge in his constituency and long waiting times on the phone reporting it to City Direct. The Head of Customer Services explained that whilst the targeted waiting time is no more than eight seconds, at peak times there can be a higher volume of calls. This standard is monitored on a monthly basis to ensure City Direct is adequately staffed.

Cllr Findlay praised the ethos of the complaints report and the work of the focus groups with customers. However he echoed concern about the Councillor SPOC, and commented that officer-councillor relationships were very important. He also questioned how the Council will monitor vexatious complaints in a sensitive manner. The Head Of Customer Services explained there is a robust process in place for a customer complaint to be labelled as vexatious, often with the Managing Director making a decision on the case. If a customer complaint is labelled vexatious then the individual is written to and informed they will have a SPOC for a 12 months period, after which the situation is reviewed.

The Head of Customer services explained that the Audit Committee process internal complaint information, such as complaints made about an employee by a colleague. An update report of this information will be presented to the Confident Capable Council (C3) Scrutiny Panel on 22 July. It was suggested that the outcomes of this report be summarised by the Chair of the C3 Panel at the next Scrutiny Board meeting.

Resolved:

- 1) That Councillors be invited to future complaints groups.
- 2) That the future Corporate Complaints reports include timescales for complaint resolutions, and that the report contains feedback made specifically about the Corporate Complaints Team.
- 3) That internal complaints report presented at the Confident Capable Council Scrutiny Panel be summarised at next Board meeting by the Chair of the panel, Cllr Potter.

7

Information Governance Quarter 4 Performance and Year End Report

Martin Eades, Senior Information Governance Officer, presented the Information Governance Performance and Year End Report, noting the continuous improvements in the team. He explained that since March 2015 the Information Governance Team has been fully staffed with a new Records Manager in post.

Cllr O'Neill queried if it was possible to monitor how many FOIs had come from the press. The IG Team can monitor this information and will provide an estimated figure for the Board. The Senior Information Governance Officer added the team did not have to reply to FOI requests that were deemed vexatious.

Cllr Angus questioned why SAR performance in the People Directorate was lower than in other parts of the Council. The Information Governance Officer explained that this was due to the type of information requested often being more complicated and sensitive, and therefore in need of redacting. Councillors acknowledged this challenge and then discussed the issue of people 'fishing' for information. It was noted that in some circumstances the Council can refuse to provide information if, for example, it is commercially sensitive.

Cllr Collingswood queried the background of the Information Commissioner's (ICO) report into the Council's practice. The Senior Information Governance Officer explained that the ICO had investigated an information breach at the council and noted that training provision was poor. There are now robust measures in place to ensure all employees, including new starters, complete mandatory IG training. Workforce Development has included this training in a new corporate induction package, so that its importance is clear to new starters. The IG Board also monitors these issues.

Cllr Simkins commented that the Agresso system could help with real-time information sharing. The Head of Transformation noted the new Agresso system has a training tab, which allows managers to monitor completed training courses. She added that most mandatory training is completed online, with some paper exceptions for people without direct access to a computer. Cllr Simkins welcomed the move to a more efficient process and was informed that the newly appointed Records Manager is investigating better ways of managing the remaining paper records.

Cllr Brookfield commented that Councillors should also adhere to the training standards that employees meet. She was also concerned about the use of cloud storage systems, and stressed the need to make sure they were secure.

Resolved:

- 1) That number of FOIs from the press be included in the next Information Governance Performance Reports.
- 2) That the Scrutiny Board be provided with any financial costing information for processing requests.
- 3) That Information Governance team consider an updated and more robust Information Governance training package for Councillors

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Scrutiny Board

8 September 2015

Report title	Tracking and Monitoring of the Private Rented Sector Housing Scrutiny Review	
Cabinet member with lead responsibility	Councillor Peter Bilson City Assets	
Wards affected	All	
Accountable director	Nick Edwards	
Originating service	City Assets	
Accountable employee(s)	Lesley Williams Tel Email	Service Manager 01902 550553 lesley.williams@wolverhampton.gov.uk
Report to be/has been considered by	n/a	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Consider progress made to implement recommendations from the Review of Private Sector Housing which concluded in June 2014.
2. Agree to close the review on the basis that the recommendations are being implemented by Officers as detailed in the report.

1.0 Purpose

- 1.1 The purpose of this report is to update Scrutiny Board on progress on the implementation of recommendations resulting from the Private Rented Sector (PRS) housing scrutiny review undertaken in 2013-14 and to seek sign off of the review.

2.0 Background

- 2.1 Housing was identified as a topic for scrutiny review and included on the scrutiny work programme 2013-14. At the scoping session, Councillors received evidence of current practice, planned actions and challenges. The review group identified pressures impacting on housing in the City and considered the Council's statutory duties under legislation and priorities as set out in the City Strategy and Corporate Plan.
- 2.2 The review group agreed to focus on PRS housing with the following terms of reference:
- i. What are the implications for the Council of the rising trend of homelessness and growth of the PRS?
 - ii. What more can the Council do to engage landlords, ensure processes relating to the PRS are right, properties are safe and that the Council is able to utilise the PRS when discharging its homeless duty?
 - iii. What is the extent and impact of displacement and migration on PRS housing in the City?
- 2.3 The review group met on six occasions to consider the evidence relating to PRS housing provision in the City. The review highlighted current and future housing pressures and made 12 recommendations to Cabinet in July 2014, based on the evidence received, to deliver improvements to the PRS and provide improved housing options and support to vulnerable people in the city.
- 2.4 The recommendations and progress on implementation are detailed in the executive response and progress table (Appendix 1).

3.0 Context

- 3.1 The scrutiny review report presented evidence based recommendations to improve standards in the PRS and provide improved housing options and support to vulnerable people in the city in line with the Housing Strategy 2013-18.
- 3.2 The review group recognised that a number of the recommendations raised resource implications at a time when the Council is facing severe financial challenges, however, on balance, Councillors expressed the view that the issues identified could result in bigger problems and burdens on the Council in the future if the Council does not take account of the growth of the PRS and the growing dependency of some of the most vulnerable people and families in the City on an unregulated PRS.

3.3 The review group maintained that investing in enforcement and prevention now, in conjunction with the proposals to work with the PRS through accreditation would improve housing and opportunities for many vulnerable families into the future and encourage the PRS to improve and self-regulate. The review group welcomed improved social opportunities, economic opportunities and the expected health benefits of better housing and it is envisaged that a proactive approach to encouraging a responsible PRS would free up limited resources to target emerging problems and rogue landlords and would save the Council valuable resources in the longer term.

3.4 All review recommendations were approved at Cabinet on 23 July 2014.

4.0 Progress

4.1 Joint work with Public Health has identified funds to deliver improved health outcomes for residents and improve the quality of the PRS which will enable the implementation of the key recommendations, including the Rent with Confidence (RwC) initiative.

4.2 The RwC proposals were considered at Vibrant and Sustainable City Scrutiny Panel in July 2015. Councillors commented that many landlords do not appear interested in accreditation (current Midland Landlord Accreditation Scheme model), and welcomed the introduction of a mechanism which will easily identify good landlords and recognise the standards Wolverhampton landlords must maintain to retain top “star” rating status. The detail of the scheme is now being developed in consultation with partner agencies and landlords and will ensure positive impacts on the wider determinants of health to improve public health and will commence operation from April 2016 as part of a wider package of measures aimed at improving the standards across Wolverhampton’s PRS.

4.3 The existing Private Sector Housing Enforcement Policy has been reviewed and is subject to a redraft to ensure effective enforcement against persistently bad portfolio landlords. This will enable action to be taken at an earlier opportunity with less [repeated] reliance on employees advising them of the action they should take. The changes will also enable the Council to recover its enforcement costs in such circumstances. The revised policy will take account of impeding guidance relating to retaliatory eviction and will be subject to consultation prior to being formally adopted and operational by January 2016.

4.4 Licensing is unpopular with landlords as it is viewed as adding an additional burden including having a financial cost. Wolverhampton currently has a Selective Licensing scheme in place in All Saints and maintains the mandatory scheme requiring the licensing of three storey/five or more occupant Houses in Multiple Occupation (HMOs). Employees are considering the opportunities that may be offered through the implementation of further licensing to bring improvements to property management and conditions. Selective Licensing schemes are being considered for the Park Village and Hawkesford Crescent areas to support other initiatives being implemented to bring about improvements, and the business case for the Additional Licensing of all HMOs are being drafted (i.e. smaller or fewer storeys than covered by the mandatory scheme), ahead of a proposed government review of mandatory licensing policy. The government has recently indicated a clamp-down on rogue landlords who overcrowd properties through the Immigration Bill, and there are indications that government intends to address HMO

licensing as part of that initiative. In addition, employees in the Planning Services are looking again at Article 4 (Town and Country Planning (General Permitted Development) (England) Order 2015) with a view to restrict numbers of new HMOs being developed in a locality.

- 4.5 The review highlighted the variation in letting agent standards and tasked employees to incorporate agents within the RwC proposals. The government has since legislated to ensure that letting agents are members of an approved redress scheme (as is the case with estate agents), and employees have been working with agents to ensure compliance. This work remains on-going as further work now needs to be done to ensure compliance around fees and charges.
- 4.6 Since the review the government have introduced the Right to Rent pilot (as part of the Immigration Act 2014), across 5 areas of the West Midlands including Wolverhampton. As a result employees have been working with the Home Office and Department for Communities and Local Government around policy and process for the PRS. Wolverhampton Council continues to contribute to the Landlord Consultative Panel and respond to PRS consultations as required.
- 4.7 The development and implementation of the RwC proposals and the wider reconfiguration of the private sector housing services will be overseen by the Improving the City Housing Offer (ITCHO) Board, whilst policy changes will be formally adopted in accordance with the Councils democratic decision making processes.
- 4.8 Private Sector Leasing is being looked at in more detail by Wolverhampton Homes (who are the current providers of the scheme).
- 4.9 Universal Credit is being introduced in Wolverhampton in between 7 December 2015 and 25 April 2016; Officers are working with partners to ensure a smooth transition.
- 4.10 The review highlighted issues around homelessness and the PRS, and employees were tasked with considering wider preventative measures to lessen the impact that end of assured shorthold tenancy (AST) has on residents. In 2014/15 the ending of AST (the most common way of ending a tenancy) had become the highest reason given for homelessness applications, representing 323 homeless applicants or 23% of all homeless applications made. Over the last two years the numbers of households who are homeless due to end of AST has increased by over 100 in each of the previous years. This means that the level of engagement with this client group will need to increase to understand the reasons behind why notices are being served, improve engagement and support with landlords to sustain tenancies and prevent notices being served, improve work with tenants who are at risk of becoming homeless and what advice and information is needed to support both landlords and tenants.

5.0 Recommendations

- 5.1 Scrutiny Board is asked to sign off the Scrutiny Review in light of the delivery in place for each of the recommendations, with the assurance that the ITCHO Board will oversee the implementation of RwC and any licensing proposals in due course. Cabinet approval will be sought as necessary including the final RwC scheme and the Enforcement Policy

(and depending on legislative changes to mandatory or additional licensing schemes implemented by Government).

6.0 Financial implications

- 6.1 There are financial implications to implementing RWC and any Additional or Selective Licensing schemes, which will be taken to Cabinet Resources Panel in the usual manner once finalised. Public Health funding has been identified to ensure improvements to the key indicators of the wider determinants of public health are achieved through targeted housing interventions. This will enable the reshaping of services to implement the key recommendations including RWC and appropriate enforcement including the role of licensing strategies.

[JB/24082015/W]

7.0 Legal implications

- 7.1 The various legal implications were outlined in the original Scrutiny Report. In particular regard must be had to the following:

- Wolverhampton Housing Strategy 2013-18 [identifies the legislation]
- Housing Act 2004
- Localism Act 2011
- Housing Act 1996 (Part 7 Homelessness)
- Immigration Act 2014 (Right to Rent)
- Immigration Bill (forthcoming)

[TS/21082015/H]

8.0 Equalities implications

- 8.1 The initial equalities analysis screening for these proposals has not identified any equality issues at this stage; however on-going equality analysis will be undertaken as the proposals are being developed.

9.0 Environmental implications

- 9.1 Targeted enforcement, licensing of Houses of Multiple Occupation, Additional Licensing and Selective Licensing of problem areas will have the combined effect of improving communities and the environment. The RWC proposals will help to voluntarily drive up standards in the PRS as landlords achieve and strive to maintain top star status and take a better share of the PRS market, whilst Housing Standards can concentrate on tackling the worst landlords and problems associated with multi-occupancy and overcrowding.

10.0 Human resources implications

- 10.1 The Scrutiny Review highlighted that the current limited capacity and resources in the Housing Services private sector housing team is targeted at utilising the Council's

enforcement powers to assist vulnerable households experiencing poor service/response from their housing provider (landlord or agent). Whilst this is a necessary response in many circumstances, this is not considered to be the most effective way of improving the private rented sector housing offer, as it does little to promote or incentivise landlords to improve their housing or management beyond the statutory minimum.

- 10.2 The RwC strategy proposes to realign Council services to engage proactively with the landlords, agents and tenants to facilitate an appropriate choice of housing offer to residents seeking to utilise the PRS. Utilising Public Health funding identified to improve the wider determinants of health it is proposed to transform the service provision to facilitate the PRS to provide housing which supports residents health and wellbeing whilst enabling the Council to fully implement its enforcement powers in a more effective and coherent manner to tackle the rogue landlord element that undermines the sector.
- 10.3 The recommendation to consider Additional Licensing of HMOs would require additional human resources (to be determined as part of above reconfiguration).
- 10.4 The recommendations to consider more Selective Licensing would necessitate human resource to maintain the selective licensing schemes post implementation.

11.0 Corporate landlord implications

- 11.1 This report has no corporate landlord implications as it only concerns property in the private sector.

12.0 Schedule of background papers

- Scrutiny Review of Social Housing (June 2012)
- Laying the foundations a Housing Strategy for England (2011)
<https://www.gov.uk/government/publications/laying-the-foundations-a-housing-strategy-for-england--2>
- Tenancy agreement review (30 January 2014)
- Wolverhampton Homes Annual delivery Plan (30 January 2014)
- Welfare Reform bedroom reclassification (28 November 2013)
- Improving the City Housing Offer (23 July 2013)
- Housing Strategy 2013-18 (16 April 2013)

Appendix 1

EXECUTIVE RESPONSE: Scrutiny Review of Housing – Private Rented Sector

Recommendation 1 Rent with Confidence		
<p>a) That Cabinet approve in principle the draft 'Rent with Confidence' (RwC) campaign as a positive way forward to encourage a more professional private rented sector and allow potential tenants to exercise choice when selecting property and a reliable landlord or agent, and ask employees to consult in greater detail.</p> <p>b) That consideration is given to the future resources required to move forward with the 'Rent with Confidence' (RwC) campaign and agree the need to implement RwC when resources become available for effective enforcement to help drive improvement in PRS housing in the City.</p>		
Comment	Timescale/progress so far	Officer Responsible
a) RwC proposals are only in very draft form and the detail needs to be worked up and consulted on.	<p>Consultation with the Landlord Steering Group has begun with regards to the draft RwC proposals.</p> <p>Aim to introduce RwC from October 14</p> <p>This is now being done as part of the wider public health outcomes and the reconfiguration of housing services. The level of service demand has meant that progress has been limited within existing resources (as anticipated); however funding has been established and the proposals are being developed. RwC will commence from April 2016 as part of a package of measures to improve standards in the PRS and improve health outcomes for PRS residents.</p>	Lesley Williams
b) The resourcing of the RwC confidence proposals will be	The principles regarding changes to the	Chris Hale

considered as part of the approach to the delivery of services to improve the private rented sector. It is likely this will require a reconfiguration of existing priorities and partnerships. This will be considered as part of the delivery of wider housing services.	configuration of the Private Sector Housing Service to proactively engage with the Private Rented sector and deliver the rent with confidence strategy have been considered by the Improving the City Housing Offer Board. This is likely to involve the reconfiguration of existing services away from a reactive service dealing with complaints regarding housing conditions to a service proactively promoting and facilitating an improved private sector offer. This will be actioned to support the RWC strategy implementation outlined above.	
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Recommendation 2 Review the PRS Enforcement Procedure		
That a review of PRS enforcement procedure is carried out with the aspiration to strengthen the processes, make them fairer across the range of landlords, to improve the quality of accommodation in the city, to promote processes and to identify where resources need to be re-aligned or strengthened.		
Comment	Timescale/progress so far	Officer Responsible
The aim is to ensure that the enforcement policy is clear and fair towards all landlords by allowing employees to target persistently bad landlords sooner and by charging them earlier.	<p>New proposals are being considered in partnership with the Landlord Steering Group and National Landlord Association (NLA)/Registered Landlord Association (RLA) representatives. Cabinet will be required to formally adopt any changes; this will be complete by October 2014.</p> <p>This is part completed, and Officers are waiting for further statutory guidance around prevention of retaliatory eviction (due October 2015) which will need to be incorporated into the enforcement policy. Once this has been incorporated the consultation and approval process can be undertaken and the new policy implemented. Anticipated completion by January 2016.</p>	Lesley Williams

Recommendation 3 Additional Licensing of Houses of Multiple Occupation (HMOs)		
That Cabinet approves Additional Licensing as a mechanism to licence and regulate all Houses of Multiple Occupation (HMOs) locally and across the city as an alternative and more cost effective way of addressing problems with HMOs.		
Comment	Timescale/progress so far	Officer Responsible
There is a lot of challenge about “blanket” licensing policies i.e. City wide from the NLA and employees will	Initial scoping has been carried out, and Officers are continually finding evidence to support the case. We	Lesley Williams

<p>take this into account when consulting on proposals to additionally licence all HMOs. These proposals will not be welcomed by landlords; however providing the scheme aims to tackle to worst offenders and is fair and transparent. Any proposals to introduce licensing schemes over and above the mandatory requirements must be supported by appropriate evidence including the potential outcomes to be achieved.</p>	<p>have begun to consult with some landlords and the proposal to Additionally Licence forms part of the wider RWC proposals. The Council has the opportunity for independent, free research to be undertaken by a Master of Science (MSC) student from University of Birmingham (June – September 14). A full consultation will run with a proposed implementation of April 15 if the evidence is supported and Cabinet then approve of the designation. There are insufficient resources available to carry out this work to date. In addition, new legislation around Selective Licensing has been implemented to curtail blanket schemes. The Government has recently indicated a clamp-down on rogue landlords through the Immigration Bill, and there are indications that Government will address HMO licensing as part of that initiative. In addition, Planning Officers are looking again at Article 4 with a view to restrict numbers of new HMOs. New timescales for consultation on Additional Licensing will be developed as part of the wider RWC proposals.</p>	
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Recommendation 4 More Selective Licensing in Inner City Areas		
<p>That Cabinet gives consideration to tackling problems associated with poor housing standards and overcrowding in inner areas of the City, and to consider the use of Selective Licensing, such as the All Saints Selective Licensing scheme, in other priority areas as identified by the Police and the Housing Standards Team, providing the case for licensing is fully made in line with legislative guidance.</p>		
Comment	Timescale/progress so far	Officer Responsible
Selective Licensing powers are always under review in order to tackle problematic areas of the City. Park Village, Blakenhall, Pennfields and Whitmore Reans remain in	Ongoing In addition, the All Saints scheme is nearly half way through and a review will be completed at the three year	Lesley Williams

focus as areas of concern for the Council and its partners (i.e. the Police). As with Additional Licensing any proposals to introduce licensing schemes over and above the mandatory requirements must be supported by appropriate evidence including the potential outcomes to be achieved.	<p>point. An exit strategy and resilience proposal may be brought before Cabinet nearer to the end of the scheme for consideration.</p> <p>An audit of the scheme will be carried out by January 2016 with a view to ending the scheme or continuing for a further 5 years. Whilst there have been notable improvements in the All Saints area especially around anti-social behaviour, many landlords are still not compliant with scheme requirements around property management.</p> <p>Further use of Selective Licensing is being considered for Park Village and Hawkesford Crescent and proposals for new schemes are being developed.</p>	
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Recommendation 5 Regulation of Letting Agencies		
That Cabinet recommend to the Local Government Association that there is a need to regulate letting agencies and to highlight the need to the Housing Minister, Shadow Housing Minister and Parliamentary Select Committee.		
Comment	Timescale/progress so far	Officer Responsible
This is a matter of national policy debate and the Council will continue to provide evidence to support this debate wherever practicable. In addition, Trading Standards continue to work with Letting Agents on contractual matters, and the RWC proposals could easily be extended to incorporate a rating of Letting Agents (though the detail is to be further explored)	<p>Ongoing</p> <p>Legislation for Letting Agent Redress is in place and Officers have been working with trading Standards to ensure that Letting Agents are signed up to Redress Schemes (and implementing fines where this is not the case). Further work needs to be done around fees and transparency and this work is on-going.</p>	Lesley Williams

Recommendation 6 Parliamentary consultation papers
That Cabinet note that a response has been submitted to the parliamentary consultation paper relating to property standards in the PRS and

the need to consider a reformed approach, taking into account the evidence and findings of this review with regard		
Comment	Timescale/progress so far	Officer Responsible
The PSH team give an undertaking to respond to all further correspondence and consultation relating to the PRS	Ongoing as required Offers are working with DCLG and the Home Office on the Right to Rent pilot and subsequent roll-out. Wolverhampton is an active member of the Landlord Consultation Panel, and respond to any PRS consultations as required.	Lesley Williams

Recommendation 7 Establishment of a Housing Steering Group		
<div> <div>Page 20</div> <div> <p>that a steering group is established to monitor and review all housing matters, which would give a holistic view of Housing and an early indication of pressures in the city.</p> </div> </div>		
Comment	Timescale/progress so far	Officer Responsible
Wolverhampton has a Housing Executive Board (HEB) and Housing Operational Group (HOG) with Task and Finish Groups considering specific work areas as part of its approved governance arrangements. It is proposed that the issues raised in this review will inform the work programme of both the HEB and HOG.	Ongoing as part of the governance and development and delivery of the city Housing Strategy Rent with Confidence proposals form part of the work programme for the Improving the City Housing Offer Board. Recommendation 1 comment (b) above outlines the progress.	Chris Hale

Recommendation 8 Review of the current Private Leasing Scheme

That a review of the current Private Sector Leasing (PSL) Scheme is carried out in light of rising demand for PRS housing in the city and consider financial incentives, such as Homes and Communities Agency funding, for encouraging landlords with empty properties to join the scheme.

Comment	Timescale/progress so far	Officer Responsible
It is intended that the existing PSL is reviewed including the engagement of wider participants to consider the market drivers for owners of properties who may wish to make use of the service. Opportunities may exist to consider other more commercially viable services tailored to owner's requirements.	By April 2015 Work is on-going with Wolverhampton Homes on how the scheme can be expanded to provide additional accommodation through PSL.	Lesley Williams

Recommendation 9 Universal Credit (UC) rent adjustment period

That Cabinet and Welfare Reform Programme Board agree that the Council and Wolverhampton Homes work together with landlords to keep people in their homes during the introduction of Universal Credit.

Comment	Timescale/progress so far	Officer Responsible
The agreed work programme with Housing Managing Agents is to continue to work to assist tenants to maintain their tenants, and there has been and continues to be a particular emphasis on providing support to households adversely impacted by welfare reforms. Housing Allocations policies and investment programmes consider welfare reform impacts as part of the option appraisal processes.	The Council's housing managing agents continue to work proactively with households which will be impacted through the welfare reforms including the introduction of Universal Credit. Action focusses on being "money smart" and preparing for impending changes. The Housing Options and Outreach Teams provide support for people experiencing housing insecurity to assist them in remaining in the existing tenancy, if possible, through supporting them to manage the impact of changes to the welfare system, including the	Chris Hale

[NOT PROTECTIVELY MARKED]

	impending introduction of Universal Credit.	
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Recommendation 10 Homelessness Prevention Team funding

That Cabinet note that DCLG funding for the Housing Options Homelessness Prevention Team ends March 2015 and give consideration of funding options for a five year period to embed changes to benefits.

Comment	Timescale/progress so far	Officer Responsible
The specific Homelessness Prevention Grant from DCLG is currently subject to single year allocation. Work will be undertaken to review the services across housing options and the wider housing service to reduce any impact of any reduction or loss of this Grant. The Council will continue to provide sound evidence base to DCLG to demonstrate the cost effectiveness of prevention work on homelessness and the wider impacts on the City.	The Homeless Prevention Grant has been confirmed for 2015/16 with the Council providing evidence to central government of the impact of the funding on preventing homelessness. Engagement with Housing Options Services forms part of the Corporate Plan reporting. The Council will continue to make the case for sustaining the level of prevention funding provided through government grant.	Chris Hale

Recommendation 11 Other Funding Sources to Improve the PRS

That Cabinet give consideration to other funding sources to improve Private Rented Sector Housing in Wolverhampton in relation to the impact of poor housing on children, educational attainment and anti-social behaviour, and that Cabinet further consider the wider impact that not meeting decent home standards has on the most vulnerable residents, mental and environmental health issues, overcrowding, the impact on communities and the financial burden of these implications on the Council.

Comment	Timescale/progress so far	Officer Responsible
Employees will continue to work across all partnerships to maximise the impact of private sector housing interventions to the wider outcomes for individuals and the city as a whole and bid for funding both from within the Council and external sources to maximise the impact. The evidence base of the impact of intervention will continue to be strengthened and used to demonstrate the wider impacts and benefits to the city	The reconfiguration of the housing services (recommendation 1 comment (b) above) to promote of a responsible private rented sector through the rent with confidence strategy will enable residents utilising the sector to have a wider housing choice of accommodation which meets better housing standards and experience housing management	Chris Hale

of having a stronger and vibrant private rented housing offer.	which supports their health safety and wellbeing. This will also enable other services and partners to access and promote appropriate private sector housing solutions safeguarding their customers well being. This will be delivered in accordance with the RwC implementation timetable	
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Recommendation 12 Displacement of Homeless people

That Cabinet note that displacement of homeless people was raised as a concern by the Review Group. More evidence is needed to establish the number of cases and the impact on the City more statistical evidence and data.

Comment	Timescale/progress so far	Officer Responsible
Employees will consider how further evidence can be provided demonstrating the wider impact of work to prevent homelessness and the impact of the threat of homelessness on residents.	<p>December 2014</p> <p>In 2014/15 end of Assured Shorthold Tenancy (AST - the most common way of ending a tenancy) had become the highest reason for homelessness applications; 323 homeless applicants or 23% of all homeless applicants.</p> <p>Over the last two years the numbers of households who are homeless due to end of AST has increased by over 100 each of the previous years.</p> <p>This has meant that the level of prevention in relation to working with this client group will have to increase to understand the reasons behind why the notices are being served, how to engage with landlords to prevent notices being served, how to work with tenants at risk of</p>	Anthony Walker

	homelessness and finally what advice and information is needed for landlords and tenants.	
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Scrutiny Board

8 September 2015

Report title	Tracking and Monitoring of the Prevent Scrutiny Review	
Cabinet member with lead responsibility	Councillor Sandra Samuels Health and Well Being	
Wards affected	All	
Accountable director	Linda Sanders, People	
Originating service	Community Safety	
Accountable employee(s)	Karen Samuels Tel Email	Head of Community Safety 01902 551341 Karen.samuels@wolverhampton.gov.uk /
Report to be/has been considered by	n/a	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Consider progress made to implement recommendations from the Prevent Scrutiny Review which concluded in 2013.
2. Agree to close down the review on the basis that the recommendations have been implemented and proposals for sustainable delivery developed.

1.0 Purpose

- 1.1 To provide an update on implementation of recommendations resulting from the Prevent Scrutiny Review undertaken during 2012/13, as requested at the Scrutiny Board meeting on 17 June 2014.
- 1.2 To seek sign off of the review on the basis that the accepted recommendations have been completed and steps are in place to embed multi-agency delivery of Prevent across the City.

2.0 Background

- 2.1 Prevent is a strand of the government CONTEST strategy, aimed at stopping people being drawn into terrorism.

CONTEST is organised around four principal workstreams:

- **Pursue:** to stop terrorist attacks
 - **Prevent:** to stop people from becoming terrorists or supporting terrorism
 - **Protect:** to strengthen our protection against terrorist attack
 - **Prepare:** where an attack cannot be stopped, to mitigate its impact
- 2.2 The police, intelligence, civil contingencies and national agencies tasked with protecting and promoting the resilience of the UK's national infrastructure are responsible for delivering the Pursue, Protect and Prepare workstreams. Local Authorities are responsible for leading on Prevent.
 - 2.3 The national Prevent strategy focuses on three key areas, which are:
 - Respond to the ideological challenge of terrorism and the threat from those who promote it
 - Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
 - Work with sectors and institutions where there are risks of radicalisation that we need to address.
 - 2.4 The current threat to the UK and its interests from international terrorism is severe. This means that a terrorist attack is highly likely. One of the security concerns is the potential for British citizens and residents to become radicalised and commit acts of violence or terrorism. There is also a heightened concern about travel to Syria and Iraq where terrorist organisations are active and the potential risks from returnees.

3.0 Scrutiny Review 2012/13 and Progress Summary

- 3.1 Safer Communities Scrutiny Panel undertook a review of local Prevent arrangements during 2012/13 to determine whether these met with national policy objectives. The review findings were presented to Cabinet at its meeting on 22 May 2013 and whilst it accepted that local plans supported delivery against the national strategy, it proposed a number of recommendations aimed at strengthening the Local Authority response.

- 3.2 From the 16 recommendations proposed from the Scrutiny Review, 14 were accepted to be taken forward; although the two remaining recommendations have also been actioned following implementation of recent legislation. Progress to date has resulted in all recommendations being completed. A summary of the Prevent Scrutiny Review recommendations and a brief update on progress against each is provided at Appendix A.
- 3.3 At its meeting on 13 March 2014, Vibrant, Safe and Sustainable Communities Scrutiny Panel received a progress update on implementation of the scrutiny review recommendations. Scrutiny Panel were positive about the steps taken and assured that the recommendations outstanding at that point were being actively progressed.
- 3.4 At its meeting on 17 June 2014, the Scrutiny Board considered progress of implementing the recommendations and requested a further report before sign off of the review.

4.0 The Counter Terrorism and Security Act 2015

- 4.1 Since completion of the Scrutiny review in 2012/13, significant steps have been taken to raise the profile of Prevent and embed it into mainstream delivery across a range of partners. The introduction of the Counter Terrorism and Security Act 2015 (The Act) has compelled many agencies to engage with this agenda.
- 4.2 The Act introduced a raft of measures to strengthen the national response to terrorism and build local resilience and created a statutory duty for Local Authorities to have '*due regard to the need to prevent people from being drawn into terrorism*'.
- 4.3 In addition to Local Authorities, the following were also impacted by the new duty:
- Higher education providers
 - Further education providers
 - Schools
 - The health sector
 - Prisons
 - Probation providers
 - Police
- 4.4 Guidance has been issued which sets out clear expectations for these organisations/sectors to evidence effective leadership, how they work in partnership, how they are developing organisational capabilities, sharing information and undertaking monitoring and enforcement. This element of the Act came into force on 1 July 2015. The Act also places Channel Panel (see below) on a statutory footing under Local Authority responsibility.

5.0 Channel Panel

- 5.1 Channel is a multi-agency panel held bi-monthly to review cases where people have been identified as being at risk from radicalisation. The nature and extent of that risk is assessed and a support plan developed to meet the needs of the individuals concerned.

- 5.2 Channel provides a non-criminal space for safeguarding children and adults from being drawn into committing terrorist-related activity. It delivers early intervention to protect and divert people away from the risk they face before illegality occurs.
- 5.3 There is already a well-established Channel Panel in operation in the city. Whilst Prevent referrals in Wolverhampton have historically been very low, there has been a marked increase in new referrals seeking support since November 2014. There were 21 referrals made during 2014/15 with 18 of those received during Quarter three and Quarter four

6.0 Wolverhampton's Risk and Threat Level

- 6.1 Although the national threat level is severe, Wolverhampton continues to experience low levels of extremist activity when compared to other areas of the West Midlands. It is one of only two local authorities in the West Midlands that has not been classed as a priority area by the Home Office, and consequently, will not receive Home Office funding under the Act to support implementation of the duty. There is some doubt that this assessment accurately reflects the risk and threat level in the city, however, a proportionate response to the new requirements will need to be adopted.
- 6.2 Prevent is led by the Community Safety service, within Public Health and Well Being; whilst there are clear links with community cohesion and safeguarding, the council will need to evidence compliance with the Prevent duty across all its service areas.

7.0 Implementation of the Prevent Duty

The following work has been either completed or is planned to ensure compliance with the duty:

- 7.1 A refreshed annual Counter Terrorism Local Profile (CTLTP) is being developed, providing an updated risk and threat analysis for the city. A request has been sent to partners to feed in intelligence and data to help shape this. The stakeholder briefing will be arranged for the autumn 2015.
- 7.2 Audits have been completed spanning the various partners impacted by the duty; these will be used to inform both a Council implementation plan (to address internal requirements such as revisions to Council policies and contracts, extend IT filters on all Wolverhampton City Council computers) and development of a city-wide Delivery plan; these plans are to be finalised following the CTLTP risk assessment.
- 7.3 Awareness Raising and Training:
- Prevent training sessions delivered for Councillors in March 2015; 24 serving Councillors attended and provided positive feedback on the training. Further follow up training will be made available to remaining Councillors in Sept/Oct 2015.
 - A briefing note has been circulated to all Councillors and information included in the briefing pack for newly elected councillors.
 - A mandatory e-learning resource has been developed for use by all staff and Councillors to raise general awareness of Prevent and Channel.
 - An awareness event was held in March 2015 for organisational safeguarding leads.

- Trainer capacity has been increased within all agencies affected by the duty – the national view is that Counter Terrorism Unit (CTU) teams should withdraw from delivery of training with immediate effect; as a consequence, 45 multi-agency trainers have been trained to deliver future Workshop to Raise Awareness of Prevent (WRAP) training to respond to future training demand; this includes an increased capacity within school standards and the school workforce team, and independent schools sector.
- Prioritise training delivery to front-line services operating in areas where there is a heightened risk (geographic and sector-specific).

7.4 A communications plan is in development; a press release outlining the city's readiness to comply with the duty and briefing notes to Councillors and staff have been issued as interim measures. Additional communications will be coordinated with National Prevent Awareness week during 7 – 11 Sept.

7.5 There is a commitment to establish a multi-agency CONTEST Board for the city under the Safer Wolverhampton Partnership structure to avoid duplication of resources and effort, and adopt a coordinated multi-agency approach to planning and delivery across the city.

7.6 There are proposals to strengthen the role of communities through engagement with established networks (e.g. Community Cohesion Forum) and delivery of Upstanding Neighbourhoods Programme which provides training and support for community leaders to challenge extremist ideology.

7.7 Early Identified Support for Schools:

- Inclusion of Prevent and the promotion of fundamental British values as part of spiritual, moral, social, and cultural development delivered in schools have already been introduced as part of the Ofsted Inspection framework. Work to identify the early support needs of schools has started and will continue into the autumn term.
- School training – CTU have delivered 20 training sessions to schools in the 2014/15 academic year (covering staff, governors and pupils). Since completing the train the trainer course, the schools standards team had delivered WRAP3 training to an additional 30 schools before the end of summer term and have distributed support material to schools to aid evidence gathering for delivery of the 'British values' element of the Ofsted requirements. Delivery of further schools training is planned for the autumn term.
- The Home Office are making available a national repository where free support resources to aid delivery of Prevent can be accessed. Information detailing access will be circulated to schools via the School Post in September.

8.0 Recommendation

8.1 Scrutiny Board is asked to sign off the Scrutiny Review in light of the full delivery of the recommendations, the significant change in the policy and legislative landscape within which Prevent is now delivered and with the assurance that plans are in place to progress multi-agency delivery across the city through the CONTEST Board.

9.0 Financial implications

- 9.1 Wolverhampton has not been assessed as a Home Office priority area, so will not be in receipt of additional funding for a Prevent Coordinator.
- 9.2 Safer Wolverhampton Partnership has agreed an allocation of £35,000 from the 2015/16 Community Safety Fund to establish a 12 month fixed term contract to support implementation of the duty.

[NM/13082015/Z]

10.0 Legal implications

- 10.1 This report supports the duties under sections 5 and 6 of the Crime and Disorder Act 1998 for the Council and others to formulate and implement strategies to reduce crime and disorder in the area.
- 10.2 Section 26 of the Counter Terrorism and Security Act 2015 places a statutory duty on the City Council and other designated bodies to have 'due regard to the need to prevent people from being drawn into terrorism'; section 29 of the Act provides guidance for these bodies and details the expectations of compliance.

[TS/10082015/S]

11.0 Equalities implications

- 11.1 The introduction of this legislation is aimed at strengthening the responsibilities of Local Authorities and other bodies to deliver against the national Prevent strategy. An equalities screening of the local implementation of Prevent reflects local compliance with this national policy.

9.0 Environmental implications

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

10.0 Human resources implications

- 10.1 The Community Safety Team will be appointing a fixed term 12 month Prevent/Cohesion Officer to support implementation of the Prevent duty and revised Prevent Delivery Plan.

11.0 Corporate landlord implications

- 11.1 There are no implications for the Council's property portfolio.

12.0 Schedule of background papers

- Prevent Strategy Task and Finish Group Final Report – Safer Communities Scrutiny Panel, 14 March 2013
- Prevent Strategy Task and Finish Group Final Report – Cabinet, 22 May 2013

- Progress Update – Vibrant, Safe and Sustainable Communities Scrutiny Panel, 13 March 2014
- Prevent Scrutiny Review Update – Scrutiny Board, 17 June 2014

Appendix A

Prevent Task and Finish Review – Executive Response Progress Update

Prevent Scrutiny Review – Executive Response				
Recommendations to Cabinet	Accepted or Rejected (comments)	Reason for Rejection (if appropriate)	Lead Director/ Organisation	Progress
Understanding of, and engagement with, Muslim communities				
1) The Task and Finish Review Group (TFG) recommend that the Wolverhampton Prevent Delivery Plan 2012-13 is amended to include a reference to specific actions aimed at sustaining the improvements in working relationships between local mosques.	Accept		WCC Prevent Lead/CTU Police Lead	Completed - included in the revised plans for 2014 and an ongoing commitment made to more actively engage with the faith sector and extend the role of communities. Proposals to increase capacity of the faith sector are underway which will include engagement with the the Wolverhampton Council of Mosques and Wolverhampton Muslim Forum.

2) The TFG recommend consideration being given to the council promoting the use of community resources developed as a result of the Prevent funded work. The resources should be available to promote a better understanding between different communities and to help the council meet its responsibilities.	Partially Accept	Agree use of trained Imams and college-based Prevent Champions and toolkit by arrangement with partners, however the community resources to support this delivery are limited	Prevent Coordinator	Completed – there is now provision to delivery Prevent training to community organisations operating across the city. Upstanding neighbourhood programme was delivered in Feb 2015 with a second round planned for autumn 2015.
Prevent Scrutiny Review – Executive Response				
Recommendations to Cabinet	Accepted or Rejected (comments)	Reason for Rejection (if appropriate)	Lead Director/ Organisation	Milestone
Knowledge and understanding of the drivers and causes of violent extremism and the Prevent objectives				
3) The TFG recommend detailed discussions are held with key partners about the extent to which existing resources and or project learning can be used to improve the knowledge and understanding of the factors which create the conditions that may lead to violent extremism.	Accept		Counter Terrorism Unit Police Lead/Prevent Coordinator	Completed – the launch of mandatory Prevent e-learning to all staff and roll out of a programme of targeted training to services working with vulnerable individuals has commenced. The Counter Terrorism & Security Act 2015 requires Prevent to be embedded as an extension of safeguarding.

<p>4) The TFG recommend that all Councillors are briefed on the issue and updated on the work being done to deliver Prevent locally and ensure they have details of the referral process, if there are concerns. All Councillors to be briefed annually as part of induction process about their role in raising awareness of the issue and building links with different community groups. The briefing should include a reference to current view of the risk and threat levels facing the City.</p>	Accept		Wolverhampton City Council (WCC) Prevent Lead	<p>Completed - Prevent has been included within the revised Councillor Induction Programme.</p> <p>Briefing note circulated to Councillors.</p> <p>24 Councillors completed training in March 2015. Further scheduled sessions to be held in Sept and Oct 2015 for remaining Councillors.</p>
<p>5) The TFG recommend that a draft of the report to be sent to the Police and Crime Commissioner for comments on the main findings and invited to respond with details of planned actions to address concerns highlighted during the review.</p>	Accept		WCC Prevent Lead	<p>Completed – Final report from TFG sent to Police and Crime Commissioner's office.</p>

Prevent Scrutiny Review – Executive Response				
Recommendations to Cabinet	Accepted or Rejected (comments)	Reason for Rejection (if appropriate)	Lead Director/ Organisation	Milestone
Development of a risk-based preventing violent extremism action plan, in support of delivery of the Prevent objectives				
6) The Office for Security and Counter-Terrorism in their evidence highlighted a concern about the need to improve the accuracy and quality of data as part of the Channel process to better identify and support vulnerable people at risk of being radicalised. The TFG recommend that SWP be tasked to develop an action plan to address this issue and report their progress.	Reject	Information sharing and trust in the Channel referral process amongst partners and the community is developing. Referrals are still very low indicating that there is still a lack of understanding. The development of a universal prevent referral form and roll out of training will support this.	Safer Wolverhampton Partnership	Prevent and Channel training will increase awareness of the need to refer individuals for support. Channel Referral Form and Guidelines have been promoted more widely amongst partners. Ongoing work with communities will build confidence in reporting and feeding in intelligence.
7) The TFG recommend that project leads funded by Prevent are invited to contribute their ideas to a refreshed delivery plan as part of efforts to improve knowledge and understanding of the drivers of violent extremism; whilst acknowledging that it is a low risk area.	Accept		WCC Prevent Lead	Completed - Project leads were invited to input ideas for inclusion in the revised Delivery Plan.

8) The TFG welcome the planned appointment of a Prevent Higher Education Coordinator and would welcome a report on the progress made as part of a briefing to Councillors on key areas for action and proposals to strengthen working relationships between the University and other agencies involved in the Prevent work locally and to help identify and support potentially vulnerable people.	Accept		Prevent Higher Education Coordinator	Completed – Verbal briefing included in update to VSSC Scrutiny Panel. The geographic remit for this post holder is too large to progress any meaningful local delivery, however both the University, City of Wolverhampton college and Adult Education Service are full engaged with Prevent, are delivering staff training.
9) The TFG recommend that consideration being given to apply the principle of the need to share the information where appropriate rather than a need to know basis.	Partially Accept	Concerns around the vulnerability of individuals is shared amongst vetted Channel panel members for collective assessment purposes. The restricted CTLP has been shared widely with partners who	Prevent Co-ordinator	Completed - Wider inclusion of partners for CTLP Briefings in Nov 2013 and Oct 2015. Proposals to follow this practice for future CTLP briefings.

		contribute to prevent. Any further requests for information are assessed by the CTU, Local police lead and the Local authority where applicable. The need to know principle does apply when dealing with personal information and national security.		
Prevent Scrutiny Review – Executive Response				
Recommendations to Cabinet	Accepted or Rejected (comments)	Reason for Rejection (if appropriate)	Lead Director/ Organisation	Milestone
Effective oversight, delivery and evaluation of Prevent in Wolverhampton				
10)The TFG recommend that the Head teachers Forum are asked to consider a proposal that schools are encouraged to review their existing safeguarding arrangements with specific reference to include a reference to the Prevent agenda.	Accept		Prevent Co-ordinator/CTU Lead	Completed – attendance at Headteachers Forum June 2014. Delivery of Homeland – a week long programme engaging 10 schools and over a 1000 pupils successfully delivered Feb 2015. Inclusion of Prevent within the Ofsted framework has required Prevent and the promotion of British values to be included in all school policies and delivery.

				Extensive training for schools has been delivered from April 2015 and will continue into autumn 2015.
11)The TFG recommend that the current delivery plan be extended to include working with primary schools.	Reject	Cohesion and integration/citizenship focussed activities should complement this agenda and be more suitable for the age range. Home Office products are limited for the age range and the risk and threat locally does not justify such interventions.		Inclusion of Prevent within the Ofsted framework has required Prevent and the promotion of British values to be included in all school policies and delivery. Extensive training for schools has been delivered from April 2015 and will continue into autumn 2015 – this now includes all primary schools.
12)The TFG recommend informal discussions with the Head teachers Forum to discuss their concerns about inviting projects which support the national objectives for delivering Prevent and possible options to move this forward.	Accept		CTU Lead/Prevent Co-ordinator	Completed - attendance at Headteachers Forum June 2014. Inclusion of Prevent within the Ofsted framework has required Prevent and the promotion of British values to be included in all school policies and delivery. Extensive training for schools has been delivered from April 2015 and will continue into

				autumn 2015
13)The TFG recommends that a progress report on work done to, meet the objectives detailed in the engage with schools is presented at the end of the year.	Accept		Prevent Coordinator	Completed. Report to VSSC Scrutiny Panel March 2014.
14)The TFG recommends that the Prevent lead be asked to report on progress in encouraging partner agencies to re-prioritise mainstream resources to support the work of Prevent.	Accept		Prevent Coordinator	Completed. The Counter Terrorism & Security Act 2015 requires Prevent to be embedded as an extension of safeguarding. Oversight will continue via CONTEST Board.
15)The TFG recommend that councillors in Wards where there are risks should be provided with an appropriate brief on key issues arising from CTLP. The TFG accept that there is a need to consider the confidential and sensitive nature of the document before determining what information should be shared with councillors.	Accept.		WCC Prevent Lead	Completed - All Councillors whose wards featured within the CTLP were invited to attend a briefing in Nov 2013; this was extended to include all councillors in Oct 2014.

16)The TFG recommend that all the newly elected councillors are briefed, as part of their annual induction process, about their responsibilities to promote community cohesion. Councillors to be reminded of their responsibility to reassure themselves that the necessary progress is being made to achieve the stated objectives of Prevent.	Accept.		WCC Prevent Lead	Completed - Prevent has been included within the revised Councillor Induction Programme. E-learning is available to all councillors; 24 councillors have completed the Prevent training, with remaining councillors invited to attend sessions scheduled for Sept and Oct 2015.
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Scrutiny Board

8 September 2015

Report title	Tracking and Monitoring of the First Impressions of the City Scrutiny Review	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor John Reynolds City Economy	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All	
Accountable director	Tim Johnson, Place	
Originating service	City Economy	
Accountable employee(s)	Keren Jones Tel Email	Service Director, City Economy 01902 554739 keren.jones@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board have been advised on the approach	

Recommendation for action:

Scrutiny Board is recommended to consider the further progress made to implement recommendations from the First Impressions of the City scrutiny review, since the last report to Cabinet (Resources) Panel on 3 March 2015.

1.0 Purpose

- 1.1 To report the progress being made to implement the recommendations from the First Impressions of the City scrutiny review, since the report to Cabinet (Resources) Panel on 3 March 2015.

2.0 Background

- 2.1 The First Impressions of the City scrutiny review identified four key work streams. Following the formation of a new Council Cabinet in May 2015, responsibilities for the four work-streams were revised. The new responsibilities are set out below.

Work streams delivered in partnership with other city organisations	Lead
1. Developing a joint marketing strategy and communications strategy for the “Wolverhampton Making it Happen Brand”	Cabinet Portfolio holder for City Economy Service Director, City Economy Head of Corporate Communications
2. Improving the Wolverhampton Offer	Cabinet Portfolio holder for City Economy Service Director, City Economy

City of Wolverhampton Council work-streams	Lead
3. Managing and improving the reputation of Wolverhampton	Leader Head of Corporate Communications
4. Harnessing the value of social media for Councillors	Leader Head of Corporate Communications

- 2.2 The remainder of this report sets out progress on marketing and developing the City's offer, as set out in recommendations 1 and 2 above. Progress on recommendations 3 and 4 has already been reported at various times during the last nine months as part of the Council's corporate communication activities.

3.0 Developing a joint marketing strategy and communications strategy

- 3.1 This work stream is being taken forward by the Place Directorate in partnership with businesses, the University and the College through the City Economic Growth Board. It also aligns the activities of the City centre BID Company, to market the City centre to businesses, visitors and residents, and the business support offer, marketed through the Black Country Growth Hub.
- 3.2 Under the Making it Happen brand, a draft framework (see appendix a) has been developed to guide the collaborative working between the Council and its key partners to market the City to the following audiences:
- Developers and inward investors
 - Businesses and (potential entrepreneurs)
 - Visitors
 - Residents
 - Students and learners
- 3.3 The strategy is supported by a Making it Happen communications plan, the delivery of which is co-ordinated by the Council's Head of Corporate Communications, with the support of a partner officers group. Below is a summary of four main marketing campaigns being used during 2015/6:
- **A City conference programme:** a local platform for showcasing and promoting opportunities to key audiences: local people (spring conference week), visitors (summer conference week) and business, developers and investors (autumn conference week).
 - **Raising the City's profile:** using major national and international events to target investors and developers.
 - **A momentum programme:** focusing on key business sectors to reinforce the opportunities in the City.
 - **Research and development:** identifying best practice and opportunities to improve.
- 3.4 Further work has also been commissioned to refine the marketing strategy, plan and collateral, as set out below:

Actions	Milestones
Promote the Wolverhampton Story in easily accessible written and visual forms. This activity brings together facts, figures, images and qualitative information that portrays Wolverhampton as a business friendly, innovative and creative City. The collateral can easily be made available to all partners to include as part of their promotional activity, so that the City repeatedly gets across strong, convincing and consistent messages to our	<p>First version of the Wolverhampton Story will be presented to Scrutiny, Cabinet and to key audiences in September. This includes Business Week in September 2015.</p> <p>A simple card sized fact sheet about investment in the City has been produced and has been well received by a range of audiences.</p>

<p>key audiences and markets.</p> <p>The format can be regularly refreshed without significant additional expenditure.</p>	<p>For Business Week 2015 there will be additional card sized fact sheets that include facts and opportunities about initiatives to support business, workforce development, and opportunities for residents to invest in themselves through education, learning and volunteering</p>
<p>Wolverhampton Making it Happen Digital Platform. All main cities have destination and investment platforms that are separate from the Council website, to promote their cities as an attractive destination for inward investment and a good place to do business, learn, visit and live.</p> <p>The City Board is developing a single digital platform for key stakeholders to market the City of Wolverhampton's offer to businesses, developers and investors.</p> <p>Local company Connect have been commissioned to develop a destination website for the City of Wolverhampton, focusing initially on the inward investor, developer and business audiences. The structure of the website is such that the sections for visitors, learners and residents can easily be added.</p> <p>The digital site will be a joined up, consistent and co-ordinated approach – partner organisations will have access to their own templates to add, update or amend content as necessary. There will also be direct links to the Council website, the BID websites and the Growth Hub.</p> <p>There are three stages to the development of the site – structure, design and content. The development of the site is currently in the first of these stages.</p>	<p>The first phase of the website will be launched at Business Week in October 2015. Content is being produced, based on information collected for the production of the Wolverhampton Story.</p> <p>Stakeholder engagement is crucial to developing a digital platform and the suggested site map was recently shared key internal officers, the portfolio holders for City Economy and City Assets and members of the Economic Growth Board Marketing Sub-Group for initial feedback.</p> <p>The look and feel of the new website will initially use the “Making it Happen” brand.</p>
<p>A refined strategic proposition for the City. Building on the work above, a further exercise will produce a focused, end user-centric</p>	<p>A set of brand guidelines and collateral will be produced, for use across all organisations in the City, in order to</p>

strategic brand proposition for the City, which will build on the City's strengths and its developing offer.	<p>promote the City in a consistent and co-ordinated way.</p> <p>The process will involve key stakeholders within, and outside of the Council.</p>
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4.0 Improving the Wolverhampton Offer

- 4.1 The First Impressions of the City scrutiny review also identified the need to improve the City's offer, based on business and resident perception surveys and other evidence bases. The table below summarises the work underway under each main market segment:

Audience segment	Activities to strengthen the evidence base
Developers and Inward Investors	<p>Funded from the Place Regeneration Reserve, a number of important pieces of work have been commissioned to develop and market the City's City centre development opportunities:</p> <p>City Centre Westside and Southside Planning Guidelines – developing the market offer.</p> <p>City Centre Westside Opportunity sites market offer – a package of opportunities to the development market.</p> <p>City Centre Southside Opportunity sites market offer – a package of opportunities to the development market.</p>
Existing businesses and start-ups	<p>In-depth geographical business surveys, starting with the City's three strategic development areas: Junction 2, City Centre and Bilston Strategic corridor. The local organisation Policyworks has been commissioned to deliver the first of these surveys in the Junction 2 area. The final report will be received in October 2015.</p>
Visitors	<p>Until 2015, WV One were responsible for co-ordinating data for the City centre. In the future this activity will be undertaken by the Wolverhampton City Centre BID Company.</p> <p>An in-depth visitor survey for the Civic Halls and Grand Theatre was undertaken several years ago, and was part of the evidence base used to make the successful business case for Regional Growth Funding for major capital investment in the City's entertainment venues.</p> <p>Audience development work has also been undertaken, with support from the Arts Council, for the other Council run cultural</p>

	<p>venues. This is informing current activities to make these venues less reliant on Council subsidy.</p> <p>In addition, a detailed feasibility study has been completed to identify how the City can develop its niche business conferencing offer. This is also informing current activities to make these venues less reliant on Council subsidy.</p>
Learners	The comprehensive evidence base that was developed for the Council's Skills and Employment scrutiny review and subsequent independent Skills and Employment Commission, forms the basis of an action plan that is being developed to take forward recommendations to improve the City's education and skills offer to residents, learners and employers.
Residents	Underpinning all of the above is the need for the City to provide an attractive quality of life offer to residents, and for those considering re-location to the City. The overview of how the City is perceived as a place to live, is co-ordinated by the policy and corporate communications teams.

5.0 Financial implications

- 5.1 All activities identified in this report will be covered through the dedicated budget of £50,000 to support the City Marketing Strategy, approved resources from the Regeneration Reserve and existing Place and Corporate Marketing budgets. Alongside this external funding and partner contributions are sought where possible. For example, The Wolves have already committed to the production of a series of photographs to promote the city and Staffordshire County Council will be contributing 50% towards Junction 2 surveys as part of the i54 joint venture arrangements.
[ES/26082015/S]

6.0 Legal implications

- 6.1 There are no direct legal implications arising from this report. [TS/25082015/S]

7.0 Equalities implications

- 7.1 There are no equality implications.

8.0 Environmental implications

- 8.1 There are no environmental implications.

9.0 Human resources implications

9.1 There are no human resource implications.

10.0 Corporate Landlord Implications

10.1 There are no corporate landlord implications.

11.0 Schedule of background papers

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Scrutiny Board

8 September 2015

Report title	Quarter 1 Complaints Report	
Cabinet member with lead responsibility	Councillor Andrew Johnson Resources	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Customer Services	
Accountable employee(s)	Sarah Campbell Tel Email	Complaints Manager 01902 551901 sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period Quarter 1 (April 2015 to June 2015).

The Scrutiny Board is asked to note:

1. Local Government Ombudsman Annual Review Report 2014-2015 discussed at 6.0.

1.0 Purpose

- 1.1 The purpose of this report is to provide a summary of the complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during Quarter 1 (April to June 2015).
- 1.2 All corporate complaints, compliments, Local Government Ombudsman enquiries and Housing Ombudsman enquiries are considered a form of customer feedback. The Customer Feedback team, based within Customer Services, record and monitor all enquiries. Monitoring customer feedback provides details about the types of complaints that are received by the authority, and highlights suggested customer driven improvements to service provision or delivery to directorates.

2.0 Stage one complaints

- 2.1 During Quarter 1 (April to June 2015) the Council received 105 stage one complaints; all complaints are assessed as to whether they are upheld (council at fault) or not upheld (council not at fault) by the Corporate Complaints Manager/Complaints Assistant. Of the 105 complaints received during Quarter 1, 100 (95%) complaints were not upheld (council not at fault) and 5 (5%) were upheld (council at fault). As a result of continuous monitoring with service managers the issues identified from the upheld (council at fault) complaints have been addressed; remedies have been provided to the customers through an apology and informing them of the improvements that have been to service delivery as a consequence of their complaint. Appendix 1 shows a summary of stage one complaints received.
- 2.2 During Quarter 1 (April to June 2015) Waste Management received the highest number of stage one complaints (21), followed by Revenues and Benefits (16); however, none of these stage one complaints were upheld (council not at fault). Waste Management completed investigations into their complaints within an average of 9 days. This has contributed significantly to achieving an average overall response time of 13 days to complaints for Quarter 1 (April to June 2015).
- 2.3 The target response time for stage one complaints is 90% of complaints responded to within an average of 21 calendar days. During Quarter 1 (April to June 2015) 97% (102) stage one complaints were responded to within this target timescale.
- 2.4 The Customer Feedback Team also provide support to investigating officers to ensure that they meet these target response deadlines. Investigating officers are contacted on a weekly basis through email and phone to confirm deadlines; where delays are unavoidable the Customer Feedback team ensure that complainants are kept updated.

3.0 Stage two complaints

- 3.1 When a customer is not satisfied with the response given to their complaint at stage one of the complaints process they have the option to escalate their complaint to stage two.

During Quarter 1 (April to June 2015) the Council received 11 stage two complaints; this equates to 10% of stage one complaints escalating to stage 2 in this quarter.

- 3.2 Of these stage two complaints one was upheld (council at fault) and one was partially upheld (council partially at fault); the upheld complaint related to record keeping in Bereavement Services and the partially upheld complaint related to processes and procedures within Education Services. The remaining 9 stage two complaints were not upheld (council not at fault)
- 3.3 All recommendations from the outcome of the upheld and partially upheld stage two complaints have been agreed with the appropriate service area and will be implemented. Performance data for stage two complaints received during this quarter is attached at Appendix 2.

4.0 Local Government Ombudsman enquiries

- 4.1 During Quarter 1 (April to June 2015) the Council received eight LGO enquiries; two for People Directorate and six for Corporate Directorate.
- 4.2 The two People Directorate enquiries related to Disability and Mental Health and Older People. Both enquiries are still being investigated and an update will be provided within the Quarter 2 report (July to September 2015).
- 4.3 The six Corporate Directorate enquiries related to Education, Democratic Support and Legal Services. One enquiry for Education is still being investigated and an update will be provided within Quarter 2 report (July to September 2015). No further action was required on the remaining five enquiries for this directorate.

5.0 Local Government Ombudsman assessment enquiries

- 5.1 In order for the LGO to determine whether a case should be formally investigated local authorities to provide further information about the complaint, this information is requested via an “assessment enquiry”.
- 5.2 During Quarter 1 (April to June 2015) the Council received nine LGO assessment enquiries; three for Wolverhampton Homes, two for People Directorate, two for Corporate Directorate and one for Place Directorate.
- 5.3 Of the three for Wolverhampton Homes, one was closed with no further action required, one resulted in a request for Wolverhampton Homes to progress the complaint through their complaints procedure and one is still under investigation; an update will be provided within Quarter 2 report (July to September 2015).
- 5.4 Of the three for People Directorate, one for Adult Social Care was closed with no further action required, one was instructed by the LGO to proceed to stage two of the children’s social care complaints procedure and one for Mental Health is still being investigated; an update will be provided within Quarter 2 report (July to September 2015).

5.5 Of the two for Corporate Directorate, one for Revenues and Benefits was closed with no further action required; one for Democratic Support was advised by the LGO to proceed to a full investigation; an update will be provided within Quarter 2 report (July to September 2015).

5.6 The Place Directorate received one for Regulatory Services; this was closed with no further action required.

6.0 Local Government Ombudsman Annual Review 2014-2015

6.1 The LGO publishes annual complaint statistics for each local authority in England; the table below shows Wolverhampton's performance for 2014/15 compared with that of our neighbouring authorities.

6.2 The LGO have confirmed that the upheld numbers which they report will not necessarily match the complaints data that we hold as statistics are recorded by the LGO in different business periods. The LGO reported eight complaints recorded as upheld (council at fault) for Wolverhampton in 2014/15; however, three of those are recorded as being in 2013-14 in our records and therefore only five LGO complaints were upheld for 2014-15. Appendix 3 details performance for 2014/15.

Number of decisions made

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Detailed investigations carried out			Total
					Upheld* (council at fault)	Not upheld (council not at fault)	% upheld* (council at fault)	
Walsall MBC	0	12	0	28	5	13	27.8%	58
Dudley MBC	5	24	6	38	3	7	30.0%	83
Wolverhampton City Council	5	14	5	29	8	9	47.1%	70
Staffordshire County Council	0	31	4	39	19	13	59.4%	106
Telford & Wrekin Council	0	8	4	21	9	6	60.0%	48
Birmingham City C	40	120	10	305	53	34	60.9%	562
Shropshire Council	0	22	3	39	22	12	64.7%	98
Sandwell MBC	9	18	6	59	19	7	73.1%	118

- 6.3 The average number of days taken to respond to LGO enquiries during 2013/14 was 10.4 days; in 2014/15 the average number of days taken to respond was 11 days so this timescale has remained consistent.

7.0 Compliments

- 7.1 During Quarter 1 (April to June 2015), the Council has received 62 compliments from customers. The Planning Department accounted for the highest number of compliments with 26 followed by Customer Services with 19 and Housing Options with 17. The Customer Feedback Team are currently promoting compliments via City People to ensure all officers are aware that compliments are recorded and reported as part of Customer Feedback quarterly monitoring process.

8.0 Customer Focus Groups

- 8.1 Customer focus groups are attended by customers who have raised issues with the council regarding specific issues. A focus group took place on 24 June 2015; the themes for the meeting were Customer Services and Cleanliness/Maintenance at Leisure Centres across Wolverhampton. Notes from this focus group have been circulated to all attendees and relevant officers within appropriate service groups. Findings from the focus group will be presented to the next Service Improvement Group which will be attended by senior officers from the relevant service areas. Officers will be expected to consider and, where possible, act on findings presented to ensure that improvements within their services are customer led. Outcomes from Service Improvement Groups are then fed back to focus group attendees.

9.0 Service Improvement Reports

- 9.1 When a complaint is upheld (council at fault) and the findings of a subsequent investigation are for a change to policy or service delivery, the Customer Feedback Team produce a service improvement report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Director, Strategic Director and the Managing Director.
- 9.2 Two service improvement reports are currently being compiled one for the People Directorate regarding an upheld Senstart LGO enquiry, and one for the Place Directorate relating to a Stage 2 complaint regarding Bereavement Services.

10.0 Ward Data

- 10.1 During Quarter 1 (April to June 2015), ward complaint data has been collated; monitoring ward data provides an insight into numbers and trends in complaints for each ward. This information is detailed at Appendix 4, pages 12 - 21.

11.0 Service updates from the Complaints Annual Report/Quarter 4 - 2014-15

11.1 Local Government enquiries 2014-15

Four LGO enquiries had been received for the People Directorate during the last quarter. Three of these have been closed as they were not upheld (council not at fault) and one relating to Senstart, All Age Disability, was upheld (council at fault). The LGO recommended a suitable remedy for the injustice caused to the customer and the council has agreed the LGO recommendations.

11.2 Housing Ombudsman enquiries 2014-15

Two enquiries in relation to Wolverhampton Homes are still being investigated; an update will be provided within Quarter 2 report (July to September 2015).

12.0 Financial implications

12.1 There are no financial implications associated with the recommendation in this report.
[MK/14082015/R]

13.0 Legal implications

13.1 There are no legal implications associated with this report. [TS/14082015/P]

14.0 Equalities implications

14.1 There are no equalities implications associated with this report.

15.0 Environmental implications

15.1 There are no environmental implications associated with this report.

16.0 Human resources implications

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

17.0 Corporate landlord implications

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

18.0 Schedule of background papers

18.1 Confident Capable Council Scrutiny Panel, 10 October 2014 – Annual Complaints Report; Scrutiny Board 27 January 2015 - Complaints Report Quarter 2; Scrutiny Board 17 March 2015 - Complaints Report Quarter 3; Scrutiny Board 21 July 2015 - Annual Complaints Report/Quarter 4 2014-15.

Appendix 1

Q1 Stage 1 Complaints

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 1: Quarter 1 (April - June 2015)

Complaints received

105

Complaints where the Council is at fault (upheld)

5%

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

Complaints where the Council is not at fault

95%

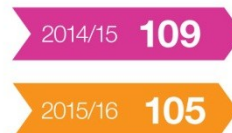
Response timescales



Average complaint response time

13
DAYS

Stage 1 complaints comparison for quarter 1



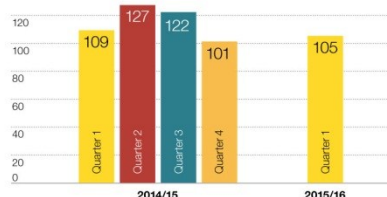
INVESTORS
IN PEOPLE | Gold

Q1 Stage 1 Complaints

CITY OF
WOLVERHAMPTON
COUNCIL

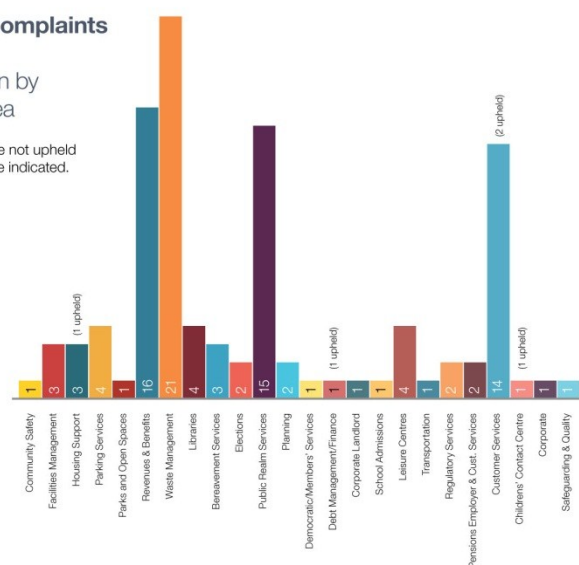
Appendix 1: Quarter 1 (April - June 2015)

Stage 1 complaints comparison Breakdown by quarter



Stage 1 complaints received Breakdown by service area

Complaints were not upheld unless otherwise indicated.



INVESTORS
IN PEOPLE | Gold

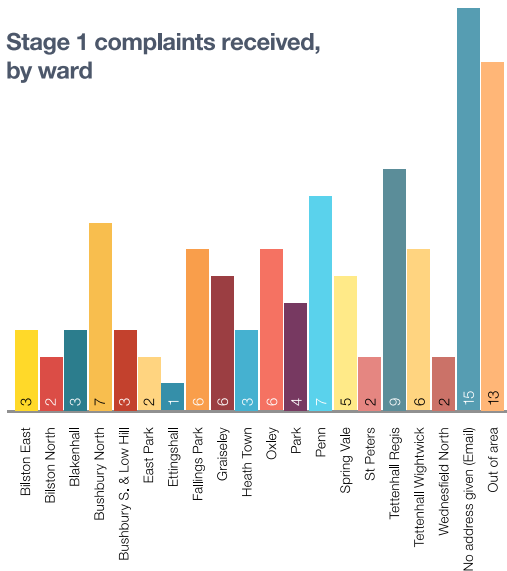
Appendix 2

Q1 Stage 1, 2 Complaints, LGO Enquiries & Ward Data

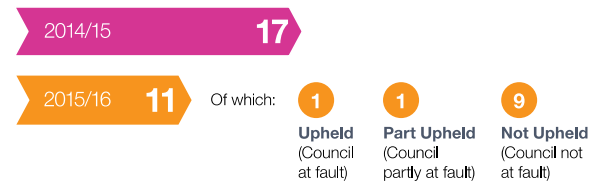
CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 2: Quarter 1 (April - June 2015)

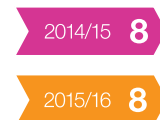
Stage 1 complaints received, by ward



Stage 2 complaints comparison for quarter 1



LGO enquiries for quarter 1



Appendix 3

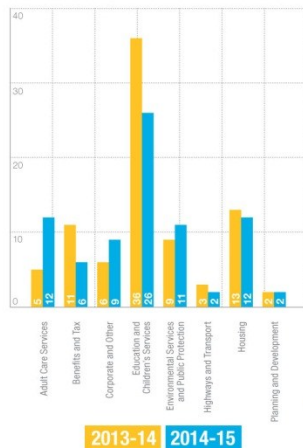
Customer Service LGO Annual Review

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 3: 2013/14 and 2014/15

There is an overall decrease in LGO complaints from 2013/14 to 2014/15. This is due to improved resolution at stage one of the complaint process.

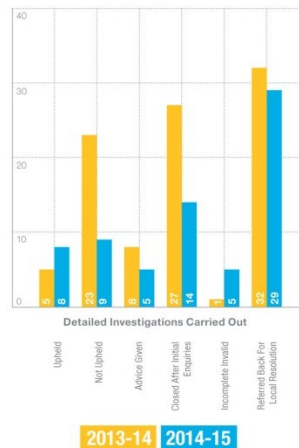
LGO complaints and enquiries received



TOTAL
85
(2013/14)

TOTAL
80
(2014/15)

LGO decisions made



TOTAL
96
(2013/14)

TOTAL
70
(2014/15)

The LGO numbers do not necessarily match the Council's figures as they close off complaints in the following financial year. E.g. if we register a case in 2013-14 and it's closed in 2014-15, they include this figure in 2014-15 data. Therefore our 2014-15 records show that the Council have 5 upheld LGO cases; the 3 others were from the previous financial year – 2013-14; thus no increases for 2014-15.



Customer Service LGO Annual Review

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 3: 2013/14 and 2014/15 – Identifying Trends

Decrease in Education and Children Service complaints

Our data indicates for 2013-14 – 6 cases for school appeals and 2014-15 – 9 cases for school appeals.

36
(2013/14)

26
(2014/15)

Decrease in the number of complaints not upheld

23
(2013/14)

9
(2014/15)

Decrease in complaints closed after initial enquiries

27
(2013/14)

14
(2014/15)

Increase in Adult Care Service complaints

This is primarily due to the introduction of sign posting Adult Social Care customers to the LGO in May 2014 – a recommendation from the LGO following an upheld decision in 2013.

5
(2013/14)

12
(2014/15)

Upheld complaints

Although LGO reported figures show an increase in upheld complaints, actual figures demonstrate that the figures have remained at 5 upheld (see paragraph above).

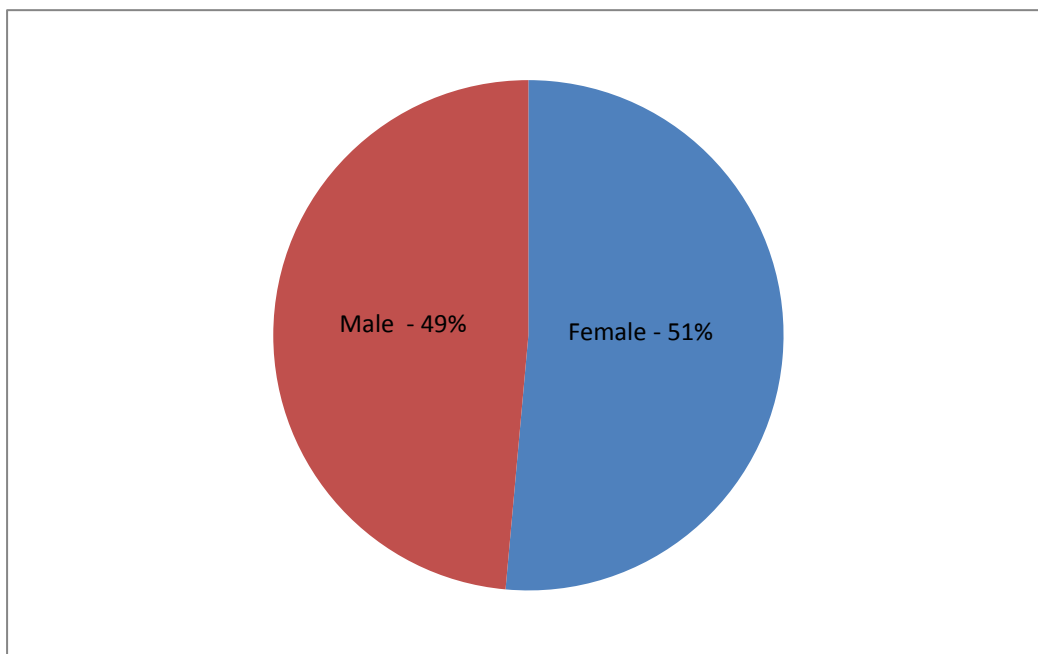
5
(2013/14)

8
(2014/15)



Appendix 4

Equalities data for stage 1 complaints – April 2015 – June 2015



Service Group	Female	Male
Governance	3	1
Partnerships Economy and Culture	0	1
Older People and Personalisation	2	0
Finance	9	8
Pensions Service	1	1
Public Health	0	1
City Assets	5	6
City Environment	24	23
Customer Services	8	6
Older People	0	2
Children and Young People	1	0
Education	1	0
Corporate	0	1
Well Being	0	1
Total	54	51

Complaint Ward Data Quarter 1 – April – June 2015

<u>Key</u>
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of complaints received	Complaint upheld	Equalities Data	Nature of complaint
Bilston East	3	No	E- British D=Yes A=PA-74	Complaint regarding booking system for refuse site and call wait times
		No	G=Female	Complaint regarding housing benefit assessment
		No	G=Male	Complaint regarding lack of response with regards to noise complaint
Bilston North	2	No	G=Female E=British D=No A=16-24	Complaint regarding council tax payment arrangement
		No	G=Female	Complaint regarding school admissions
Blakenhall	3	No	G=Female	Complaint regarding refuse officer conduct
		No	G=Female	Complaint regarding sale of land

		No	G=Female	Complaint regarding refuse service for neighbours
Bushbury North	7	No	G=Female E=British D=No A=25-44	Complaint regarding crematorium maintenance
		No	G=Female	Complaint regarding communal recycling behind property
		No	G=Male	Complaint regarding contaminated bin
		No	G=Male E=British D= No A=PA-74	Complaint regarding contaminated recycling bin
		No	G=Male	Complaint regarding delays in agreed work being carried out
		No	G=Male	Complaint regarding grey bin not being emptied - no card left
		No	G=Male	Complaint regarding standards of grass cutting on land/park
Bushbury South and Low Hill	3	Yes	G=Female E=British D=No A=25-44	Complaint regarding blue badge - incorrect process followed by BB team and OT team
		No	G=Female	Complaint regarding refuse collection - bin contamination

		No	G= Male	Complaint regarding tree overhanging in garden
East Park	2	No	G=Male	Complaint regarding business rates and bailiff action
		No	G=Female	Complaint regarding officer conduct -traffic enforcement officer and customer service call handler
Ettingshall	1	No	G=Female	Complaint regarding officer conduct at library
Fallings Park	6	No	G=Female E=British D=No A=25-44	Complaint regarding grass cutting around estate
		No	G=Female E=British A=25-44	Complaint regarding housing benefit payments
		No	G=Female	Complaint regarding missed garden waste and assisted collection
		No	G=Female	Complaint regarding recycling contamination
		Yes	G= Male	Complaint regarding not being registered to vote
		No	G= Male	Complaint regarding new refuse bins being delivered

Graiseley	6	No	G= Male	Complaint regarding liability order at Magistrates Court
		No	G=Female	Complaint regarding not receiving minutes of school appeal
		No	G=Female	Complaint regarding officer conduct
		No	G= Male	Complaint regarding permit scheme
		No	G=Male	Complaint regarding recreation area and parking
		No	G=Male	Complaint regarding customer service from council tax and customer services
Heath Town	3	No	G=Male E=Indian D=Yes A=45-PA	Complaint regarding council tax liability
		Yes	G=Male	Complaint regarding council's housing allocations policy
		No	G=Male E=Indian D=No A=45-PA	Complaint regarding grass cutting on grass verges
Oxley	6	No	G=Male	Complaint regarding content of letter received in December 2014

		No	G=Male E=British D=No A=45-PA	Complaint regarding maintenance of trees to the rear of the property
		No	G=Female	Complaint regarding officer conduct - attitude of refuse staff
		No	G=Female	Complaint regarding tree needing replacing
		No	G=Female	Complaint regarding receptionist at leisure centre
		No	G= Male	Complaint regarding contamination of recycling and missed bin
Park	4	No	G=Male E=British D=No A=PA-74	Complaint regarding council vehicle parked in disabled space
		No	G=Female	Complaint regarding officer conduct and refuse collection
		No	G=Female	Complaint regarding unpaid council tax court summons
		No	G= Male	Complaint regarding staff conduct
Penn	7	No	G=Female	Complaint regarding extra garden waste and visit to refuse site
		No	G=Female	Complaint regarding leaking contact information

		No	G=Male	Complaint regarding officer conduct
		No	G=Male	Complaint regarding tree directly in front of property
		No	G=Female	Complaint regarding tree on verge
		No	G=Male	Complaint regarding visit to refuse sites
		No	G=Male E=Indian D=No A=45-PA	Complaint regarding Housing benefit rent arrears
Spring Vale	5	No	G=Male	Complaint regarding customer service and council tax charge on vacant property
		No	G=Female	Complaint regarding customer services giving incorrect information
		Yes	G=Male	Complaint regarding debt management service sending demand to deceased mother
		No	G=Female	Complaint regarding payment card machine
		No	G=Female E=British D=No A=45-PA	Complaint regarding pool closure and reception staff

St Peter's	2	No	G=Female	Complaint regarding customer service and officer conduct
		No	G=Female	Complaint regarding officer conduct and level of service
Tettenhall Regis	9	No	G=Male E=British D=Yes A=45-PA	Complaint regarding ASB mediation service
		No	G=Female	Complaint regarding black bin not being emptied
		No	G=Male	Complaint regarding customer service and blue badge application
		No	G=Male	Complaint regarding grass cutting policy
		No	G=Male	Complaint regarding Housing Benefit and Council Tax claim
		No	G=Male E=British D=No A=25-44	Complaint regarding opening hours for refuse sites
		No	G=Male	Complaint regarding pathway cleaning
		No	G=Male	Complaint regarding tree maintenance and lack of contact
		No	G=Male	Complaint regarding grass and litter in Cemetery

Tettenhall Wightwick	6	No	G=Female	Complaint regarding council tax arrear payments
		No	G=Female	Complaint regarding damaged bin and officer conduct
		No	G=Male E=British D=No A=PA-74	Complaint regarding decision to have fun fair
		No	G=Male	Complaint regarding parking issues with redevelopment
		No	G=Male	Complaint regarding Environmental Health officer
		No	G=Female	Complaint regarding male attendant cleaning ladies toilets in civic centre
Wednesfield North	2	No	G=Female	Complaint regarding bin contamination and officer conduct by refuse officer
		No	G=Female	Complaint regarding recycling bin/plastic recycling
Email Complaint	15	No	G=Male	Complaint regarding Leisure Centre
		No	G=Female	Complaint regarding business refuse
		No	G=Female	Complaint regarding conduct of park ranger

		No	G=Female	Complaint regarding delays in being able to make council tax payment
		No	G=Male	Complaint regarding driver of council vehicle
		No	G=Male	Complaint regarding flooding
		No	G=Female	Complaint regarding housing benefit claim suspension
		No	G=Female	Complaint regarding naturalisation certificate & eligibility to vote in parliamentary election
		Yes	G=Female	Complaint regarding officer conduct
		No	G=Male	Complaint regarding officer conduct and outcome of social care complaint
		No	G=Female	Complaint regarding officer conduct at library
		No	G=Female	Complaint regarding organisation of refuse site
		No	G=Male	Complaint regarding outstanding council tax bill

		No	G=Male	Complaint regarding ownership of burial plot
		No	G=Female	Complaint regarding reminders of unpaid council tax and call wait times
Outside Area	13	No	G=Female	Complaint regarding the blue badge renewal process and delay
		No	G=Male	Complaint regarding request to transfer pension fund
		No	G=Male	Complaint regarding parking services officer
		No	G=Female E=British D=No A=25-44	Complaint regarding parking fines
		No	G=Female	Complaint regarding officer conduct
		No	G=Female	Complaint regarding none receipt of pension
		No	G=Female	Complaint regarding leisure centre staff during spin class
		No	G=Male	Complaint regarding lack of action to email

		No	G=Female	Complaint regarding dissatisfaction with planning application
		No	G=Male	Complaint regarding customer service at library
		No	G=Male	Complaint regarding customer service and parking permit
		No	G=Female	Complaint regarding council tax billing
		No	G=Male E=British D=No A=45-PA	Complaint regarding library being closed
Total	105 received	5 upheld		

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Work programme

Scrutiny Board

Date	Work items
30 June 2015	<ul style="list-style-type: none"> • The Corporate Plan and Wolverhampton Way • The ICT and Digital Strategy • Work programme
21 July 2015	<ul style="list-style-type: none"> • Corporate Performance Report - Quarter 4 2014/15 • Complaints Report - Quarter 4 2014/15 • Information Governance Performance Report – Quarter 4 2014/15
8 Sept 2015	<ul style="list-style-type: none"> • Tracking and monitoring of reviews <ul style="list-style-type: none"> - Private Rented Sector Housing (DB) - Prevent (EPS) - First Impressions of the City • Complaints Report - Quarter 1 2015/16 • Work programme
3 Nov 2015	<ul style="list-style-type: none"> • Corporate Performance Report - Quarter 1 2015/16, and Families R First update presentation • Information Governance Performance Report – Quarter 1 2015/16 Welfare Reform, Unclaimed Benefits (DB) • Work programme
15 Dec 2015	<ul style="list-style-type: none"> • Corporate Performance Report - Quarter 2 2015/16 • Information Governance Performance Report – Quarter 2 2015/16 • Complaints Report - Quarter 2 2015/16 • Draft Budget 2016/17 • Tracking and Monitoring of Reviews <ul style="list-style-type: none"> - Employability and Skills (DB) • Work programme
12 Jan 2016	<ul style="list-style-type: none"> • Tracking and monitoring of reviews <ul style="list-style-type: none"> - Channel Shift (LG) - Infant Mortality (EPS) • Work programme
1 March 2016	<ul style="list-style-type: none"> • Corporate Performance Report - Quarter 3 2015/16 • Complaints Report - Quarter 3 2015/16 • Information Governance Performance Report – Quarter 3 2015/16 • Work programme
26 April 2016	<ul style="list-style-type: none"> • Annual report • Work programme

Adults and Safer City

Date	Work items
14 July 2015	<ul style="list-style-type: none"> • Preparing for the Prevent Duty • Better Care technology and strengthening support at home (Pre-decision scrutiny)
22 Sept 2015	Safeguarding people in vulnerable situations <ul style="list-style-type: none"> • Reducing Gang Harm Strategy • The Violence Against Women & Girls Strategy • Targeted youth support • Youth Crime • Youth Council safety and young people as victims of crime • West Midlands Police Update : Local Policing Plan 2015-16 progress report and Draft Youth Strategy consultation • Outcome of consultation on the future of adults short breaks services and Oxley Plus day service - Pre-decision scrutiny
10 Nov 2015	Pre-decision Scrutiny Better Care technology and strengthening support at home (Cabinet 11 Nov 2015)
24 Nov 2015	Draft budget 2016/17
Jan 2016	Visit to site Assistive technologies
26 Jan 2016	Promoting independence for people with disabilities and for older people <ul style="list-style-type: none"> • Mental health (early intervention) • Assistive technologies • Aids and adaptations (July 2015) • Quality assurance process/data (re: contract / compliance)
22 March 2016	Enabling communities to support themselves <ul style="list-style-type: none"> • Community resilience • Crime reduction, community safety and drugs strategy • Wolverhampton Safeguarding Adults Board Annual Report 2014/15 • Wolverhampton Voluntary Sector Compact

Children, Young People and Families

Date	Work items
08 July 2015	<ul style="list-style-type: none"> • Primary School Organisation Strategy 2015-2018 • Role of the local authority in raising school standards of attainment • Wolverhampton Children, Young People and Families Plan 2015-2025
09 Sept 2015	<ul style="list-style-type: none"> • Children in Care Council • Wolverhampton Youth Zone
28 Sept 2015	<ul style="list-style-type: none"> • pre-decision scrutiny: <ul style="list-style-type: none"> ▪ fostering allowances fees ▪ children's services transformation
25 Nov 2015	<ul style="list-style-type: none"> • Draft Budget 2016/17
20 Jan 2016	<ul style="list-style-type: none"> • Wolverhampton Safeguarding Board Annual Report 2014/15 • Families r First programme • CAMHS • School attainment results
13 April 2016	tbc

Confident Capable Council

Date	Work items
22 July 2015	<ul style="list-style-type: none">• Future Money - making the most efficient use of financial resources• Future People - creating a skilled, flexible workforce
07 Oct 2015	<ul style="list-style-type: none">• Future Practice - ensuring we have fit for purpose, robust and effective governance
02 Dec 2015	<ul style="list-style-type: none">• Future Money: Draft Budget 2016-17
03 Feb 2016	<ul style="list-style-type: none">• Future Space - developing the right accommodation to deliver the Council's services
20 April 2016	<ul style="list-style-type: none">• Future Customer – improving customer service• Future Works - ensuring we have the right IT infrastructure and business processes

Health Scrutiny Panel

Date	Work items
16 July 2015	<ul style="list-style-type: none"> • End of Life Strategy Report – RWNHS Trust • Musculoskeletal Consultation Report
24 Sept 2015	<ul style="list-style-type: none"> • Francis report update (following health and wellbeing) - CCG • Francis update - Royal Wolverhampton NHS Trust • Francis update - BCPFT • Royal Wolverhampton NHS Trust Jeremy Vanes, Chairman CQC Inspection Report update
October 2015	<ul style="list-style-type: none"> • Site visit to New Cross Hospital, Urgent Care Centre construction site
26 Nov 2015	<ul style="list-style-type: none"> • Draft Budget 2016/17 • A health workforce for the future – University of Wolverhampton • Licensing – impact of fast food outlets • Pre-school obesity prevention strategy
14 Jan 2016	<ul style="list-style-type: none"> • Infant mortality CCG performance (Cabinet recommendation from 22nd July) • Smoking and Alcohol in pregnant mothers (Public Health)
25 Feb 2016	<ul style="list-style-type: none"> • BCPFT - CAMHS (John Campbell) • Eating disorders • Royal Wolverhampton NHS Trust Jeremy Vanes, Chairman A&E site opening and update
07 April 2016	<ul style="list-style-type: none"> • Choose well campaign – NHS ENGLAND • Bed sores and ulcers in elderly - NHS TRUST • 'Home as a hub' – CCG

Other topics for consideration

- GP referral pathways and GP performance
- Communications – use of social media and patient surveys
- Quality Accounts

Stronger City Economy

Date	Work items
28 July 2015	External funding and corporate priorities <ul style="list-style-type: none"> • Overview of External funding • Corporate priorities and work programme
24 Sept 2015	Attracting inward investment <ul style="list-style-type: none"> • Development and inward investment. • Promoting inward investment and attracting business and enterprise within the City offer. Who/what are the supply chain have we got the skills and talent to make the City attractive • Case study - Wiggle • Employment and Skill Commission report • Statistical data, trend analysis on attracting inward investment for the City
6 Oct 2015	Visitor Economy <ul style="list-style-type: none"> • The Interchange and Canalside quarter: impressions of the city on arrival, keeping visitors moving, quick shift to different mode of travel, visitor information services, the cultural/retail/leisure and hospitality offer. • Case study 1 – Office accommodation • Case study 2 - Growth of the city “education” and city “living” offer and how it will be used to boost the wider visitor economy and spend in the city. • Evaluation and update report from Visitor Week, including hospitality sector Job fair • Statistical data, trend analysis on the visitor economy
01 Dec 2015	Budget and external funding <ul style="list-style-type: none"> • Review of performance on securing external funding, and challenges and opportunities for the forthcoming year (covering city, Black Country and Combined Authority opportunities to improve the city economy) • Case study: Identify a strong example of good practice and lessons learnt • Witness: Experience of European Funding and lessons learnt • Statistical data, trend analysis for the City on external funding (Heather Clark)
Jan 2016	Potential for site visit in preparation for the next session to see how and who is getting it right <ul style="list-style-type: none"> • The Custard factory visit with University partners
09 Feb 2016	Business and Enterprise <ul style="list-style-type: none"> • New model for business support, including companies that are expanding and support for innovation • Case study – Research and development , world class university, excellent quality of life, high levels of technology • Witness: representative from the University • Statistical data, trend analysis for the City on business and

	enterprise
19 April 2016	The City Economy <ul style="list-style-type: none">• Evaluation of the year of scrutiny for a stronger City economy• What had changed, what does the future City economy look like?• Witness - Aspiration and innovation• Case study – Best practice and next steps

Other matters to be included in schedule items:

From 28 July 2015 meeting

- Intelligence on how Wolverhampton is selling Wolverhampton to foreign businesses
- Monitoring of campaigns (Working Well; Business Week; Visitor Economy)
- Visit cottage industries - The Custard Factory

Vibrant and Sustainable City

Date	Work items
23 July 2015	<ul style="list-style-type: none">• 'Rent with confidence' campaign• Waste management and minimisation
3 September 2015	<ul style="list-style-type: none">• West Midlands Strategic Transport Plan
01 Oct 2015	<ul style="list-style-type: none">• Enabling housing development• Wolverhampton Active Travel Strategy
03 Dec 2015	<ul style="list-style-type: none">• Draft Budget 2016/17
11 Feb 2016	tbc
14 April 2016	tbc