

Scrutiny Board

3 November 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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Tel/Email 01902 553219 or abigail.vella@wolverhampton.gov.uk
Address Democratic Support, Civic Centre, 2nd floor, St Peter's Square,
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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 (8 September 2015)** (Pages 3 - 8)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Welfare Reform, Unclaimed Benefits** (Pages 9 - 20)
[To consider progress made to implement recommendations from the 'Review of Welfare Reform – Unclaimed Benefits'.]
- 6 **Information Governance Performance Report - Quarter One 2015/16** (Pages 21 - 26)
[To review and comment on the Quarter One performance for Information Governance.]
- 7 **Work programme** (Pages 27 - 40)
[To consider the Board's work programme for future meetings.]

Kevin O'Keefe, Director of Governance, noted that the Kershaw Report recommended that councils adopt a whistleblowing policy as a form of good practice. He added that if the whistle is blown, three statutory officers (The Managing Director, Director of Finance and Director of Governance) meet to discuss the incident.

Cllr Hardacre raised concerns about whistle blowers involved in fraud cases. The Director of Governance explained that the council has a strong track record when addressing such issues. Cllr Hardacre queried how the policy would work with schools that have their own governance structures and connections to the Council. It was explained they have joint governance arrangements and that further details could be provided to the Board at the following meeting.

Resolved:

- 1) That the Director of Governance provide Scrutiny Board with an overview of the relationship between the Council and schools when the whistleblowing policy has been used.

- 5 **Tracking and Monitoring of the Private Rented Houses Scrutiny Review**
Lesley Williams, Service Manager - Private Sector Housing, introduced the Private Rented Houses Scrutiny Review update by outlining the progress of the review in addressing housing issues in the City, particularly in supporting good landlords and tackling bad ones. She explained that there has been a review to policy and that new legislation published by the government will help address the issue of rogue landlords. She added that the Council has taken a national lead on this piece of work, which helped shape national policy. She concluded that the recommendations made by the review have now been implemented.

Cllr Hardacre commented that there were significant problems due to houses of multiple occupations (HMO) in the west of the City. He questioned what kind of work was being done to alleviate the issue. The Service Manager - Private Sector Housing explained that there is no national register of landlords, meaning that her team respond to complaints when landlords are reported. She added that it is likely a number of landlords were illegally avoiding regulations in various ways. However, the Council is making considerable efforts to prosecute rogue landlords via an enforcement policy.

Cllr Simkins noted that good landlords should not have their reputation sullied by poor ones, and commented that this policy can aid them to operate more effectively.

Cllr Findlay questioned whether there was a strong enough enforcement team to implement the policies in question. The Service Manager - Private Sector Housing noted that some Public Health funding had been acquired to support delivery, but acknowledged there will be a need to make efficient use of resources.

Cllr O' Neill praised the work of officers in his ward, but noted the issues of transients in the City, adding this was not helping settle the community. Cllr Brookfield raised concern that if the policy targets rogue landlords with a large portfolio of properties, then the small time rogues could be overlooked with their crimes going unreported. The Service Manager - Private Sector Housing explained that the new policy will

allow taskforces to deal with individual rogue landlords whilst simultaneously tackling the major issues in the City.

Resolved:

- 1) That the Private Rented Houses Scrutiny Review be signed off.

6 **Tracking and Monitoring of the Prevent Scrutiny Review**

Karen Samuels, Head of Community Safety, presented the Prevent Scrutiny Review outlining progress against the 14 recommendations made by the review. These have now been fully completed, with further developments implemented nationally such as the Counter Terrorism Security Act. She noted that past issues of engaging key partners, such as schools, have been resolved as a result of new legislation. The Contest Board has been created to provide accountability and governance for partners across the City.

Cllr Angus praised the review's work in engaging partners and supporting Councillors. However he questioned the timescales for a communications plan and meetings of the Contest Board. The Head of Community Safety explained that the Contest Board is in its infancy and that its terms of reference are still being finalised; a communications plan will be presented at the first Board meeting in October. She added that Ros Jervis, Director of Public Health, will chair the board and the other representatives will be confirmed shortly. She added that there have been some issues engaging with the prison sector, and that further work will be done via school engagement teams to support head teachers in Wolverhampton.

The Head of Community Safety drew the Board's attention to Councillor sessions to consider the Prevent agenda and a e-learning module for staff. She also mentioned that the 'Be Safe Team' will be working with young people to share the prevent message, which Cllr Hardacre noted was of great importance. This will be supported by the Upstanding Neighbourhoods Programme, which will roll out into the community to help residents provide a counter narrative to extremism.

Resolved:

- 1) That all Councillors be encouraged to complete Prevent training.
- 2) That the Prevent Scrutiny Review be signed off.

7 **Tracking and Monitoring of the First Impressions of the City Scrutiny Review**

Cllr Reynolds introduced the First Impressions of the City Scrutiny Review and stressed the importance of Cabinet member involvement in the scrutiny process. He presented a video to the Board exemplifying the key values of the Wolverhampton 'Making it happen' brand. Councillors were very positive about the video, which will support the wider push to make Wolverhampton a more attractive place to do business and live in. Keren Jones, Director of City Economy, added that this is one of many steps taken towards building the Wolverhampton brand through a variety of different mediums.

Cllr Sweetman endorsed the work completed to raise the profile of the City, but expressed desire to see the strategic remit ensuring buy-in from partners. She also sought clarity about how the video will be used to create buy-in further afield. Finally, she sought to clarify how the effects of the video will be monitored. The Director of

City Economy explained a lot of work has been conducted to understand local businesses and developers in the City, and that this will be used to then tailor future work to their interests. An information pack was circulated to Councillors, which outlined investment plans in the City.

Cllr Bolshaw welcomed the investment into Wolverhampton, but noted that the developments could have disruptive impacts on residents. Cllr Reynolds stressed the importance of early consultation with residents to alleviate this, as well as stating the need to provide a package for new businesses coming into the City. Councillors discussed the role of high profile businesses being involved in 'selling the story' of the City.

Cllr Collingswood praised the positive marketing approach, but questioned who the specific target audience was and noted the video could be made sharper for certain audiences. The Director of City Economy explained that whilst the video is fairly general at this stage, more tailored work will be conducted to target developers, investors and residents. Cllr Findlay also praised the positivity of the video, and echoed the importance of targeting certain audiences.

Cllr Simkins questioned how the video's positive message will translate into action for the people in need in Wolverhampton. Cllr Reynolds stressed that there is an urgent need to develop skills in the City to complement the investment drive. Councillors discussed the issue of negativity in the local press.

Resolved:

- 1) That the First Impressions of the City Scrutiny Review be signed off.

8 **Corporate Complaints Report Q1 2015/16**

Sue Handy, Head of Customer Services, presented the Complaints Report for quarter one 2015/16. She outlined some key statistics captured in the report and explained to the Board that where the Council has been at fault, it has addressed raised issues. She explained to the Board that when complaint trends are identified they are raised with heads of service to address. She added that service areas should let the Complaints Team know about compliments as well, and that this is promoted via City People. Cllr O'Neill noted that there had been a high number of compliments and praised the team's work.

Councillors sought clarification over the process of escalating complaints and noted that the process should be treated as an opportunity to improve services.

Cllr Hardacre speculated that field of complaints is a class related issue, noting that people who are articulate or who know the design of a system, are the individuals that more often follow through the formal process.

Resolved:

- 1) That future complaints reports provide examples, where relevant, of how upheld complaints have resulted in service improvements

9 **Work programme**

Deborah Breedon presented the work programme to the Board and welcomed any comments.

Cllr Angus informed the Board of new items for the Vibrant Sustainable City agenda, which were as follows:

11 February

- City Centre Region Street Trading and Displays
- Food Waste

14 April

- Resident Parking
- Keeping the City Clean with a focus on fly tipping.

Resolved:

- 1) That the amendments made to the Vibrant Scrutiny Panel meeting agendas on 11 February and 14 April be added to the work programme.

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Scrutiny Board

3 November 2015

Report title	Tracking and Monitoring of the Welfare Reform – Unclaimed Benefits Scrutiny Review	
Cabinet member with lead responsibility	Councillor Elias Mattu Adults	
Wards affected	All	
Accountable director	Linda Sanders, Strategic Director People	
Originating service	Older people	
Accountable employee(s)	Anthony Ivko	Service Director, Older People
	Tel	01902 555310
	Email	anthony.ivko@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 Welfare Reform – Unclaimed Benefits' which concluded in January 2015.
2. Agree to sign off the recommendations in the review that are complete and receive a further update following implementation of the Universal Credit in February 2016.

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 Welfare Reform - Unclaimed Benefits scrutiny review undertaken in 2014-15 and to seek sign off of recommendations in the review that are complete.

2.0 Background

- 2.1 The [Scrutiny Review of Welfare Reform-communications](#) was reported to Cabinet 22 May 2013. The review focussed on the [Welfare Reform Act 2012](#) and communicating information about changes to benefits. In 2013/14 the Scrutiny Board agreed to review welfare reform with a focus on implementation of Universal Credit (UC).
- 2.2 Welfare reforms, arising from the Welfare Reform Act 2012, caused a fundamental change to many of the City's most vulnerable residents with many finding change confusing and the reduction in income hard to deal with.
- 2.3 Based on the evidence received, the review group made eight recommendations. The review group focussed on the need to develop a co-ordinated advice and support framework and strategy across the City to enable people access to the tools, information and support they need and to encourage people to help themselves to information and guidance.

3.0 Context

- 3.1 Universal Credit (UC) will replace both out of work and in work benefits. Wolverhampton is in the fourth tranche of delivery where the rollout will start for single claimants 8 February 2016.
- 3.2 The Department of Works and Pensions (DWP) are entering into Delivery Partnerships with local authorities with the aim of delivering a joined up and coherent journey between services for claimants.
- 3.3 The correlation between deprivation, debt, unemployment and benefits means that often people will need access to more than one service. The review identified a need to be able to distinguish between general advice and specialist services at the first point of contact. The Council's transformation programme and Customer Services Strategy highlights the need to move towards enabling customers and partners to access services, advice and support and to signpost others to it.
- 3.4 Some residents in Wolverhampton will face challenges in the transition to UC, claimants will need to apply for and manage their account online. Currently 36% of Wolverhampton residents do not have access to the internet at home and 20% lack the skills and expertise to use a computer independently. In addition, claimants will receive their benefit monthly in arrears and will need to pay their rent direct to the landlord.
- 3.5 Wolverhampton, at the time of the review, had the ninth highest indebtedness in England and Wales and Wolverhampton's Welfare Reform Impact Assessment (January 2013)

highlighted debt as a significant issue in Wolverhampton thus the importance of personal budgeting support.

- 3.6 The transition to monthly payments will be difficult, some people having to wait four weeks between their last normal payment and new consolidated payment, leaving people short of money. This and a risk that there may be other demands on their income, indicates that rent and other debts may not be paid. The potential impact of getting this wrong for residents is significant, and has potential to lead to an increase in demand for public services relating to debt, homelessness and mental health issues.

4.0 Universal Support Delivery Partnership

- 4.1 The Delivery Partnership between the Department of Works and Pensions (DWP) and the City of Wolverhampton Council outlines our respective roles to deliver services required by claimants of Universal Credit as part of “Universal Support – delivered locally” with the aim of delivering a joined up and coherent journey between services for the claimant. This will include:
- Getting online to make a claim (digital inclusion)
 - Receiving budgeting support to prepare and support claimants for the financial changes Universal Credit brings – single household payment, monthly payment and housing costs paid directly to the claimant.
- 4.2 Partnership working should be based on and leveraged against infrastructure and services that are already in place, building on existing successful partnerships and learning from successful models. In recognition of the importance of wider partnership working, Wolverhampton Inclusion Board is maintaining an oversight of preparations for the rollout and a Task and Finish group, including City Direct, Housing Benefits, Welfare Rights and Wolverhampton Citizens Advice (personal budgeting support), libraries and community venues (digital inclusion) to drive forward preparations.
- 4.3 A report will be considered by Cabinet Resources Panel next month to consider the requirements for the Council under the Delivery Partnership, together with existing progress to deliver these requirements.

5.0 Progress

- 5.1 The progress and outcomes against each of the recommendations is detailed in Appendix 1.

6.0 Legal implications

- 6.1 The Welfare Reform Act became law in March 2012 and introduced major changes to the way people receive housing and other welfare benefits. The Care Act requires us to provide information and advice.
- 6.2 The legislation governing Welfare Reforms is available via the following link:
<https://www.gov.uk/government/policies/simplifying-the-welfare-system-and-making-sure-work-pays/supporting-pages/welfare-reform-act-2012-regulations>

6.3 The Council is required to comply with the Equalities Act 2010 when exercising its functions, including those relating to Welfare Reform. At the time when decisions are taken about the Council's policy on Welfare Reform, the Council will need to have regard to the matters set out in section 149 of the Act.
[RB/19102015/A]

7.0 Financial implications

7.1 A budget of £20,000 has been allocated from the Public Health Interventions Ringfenced Reserve to cover this work.
[AS/21102015/K]

8.0 Equalities implications

8.1 The Welfare Reform equality assessment undertaken in November 2013 provides an analysis of the impact of welfare reform measures on individuals and households in Wolverhampton, as well as the consequential impacts on the Council, its partners and other service providers concerned for the welfare of those affected.

9.0 Environmental implications

9.1 There are no environmental implications as a direct result of this report.

10.0 Human resources implications

10.1 An internal canvass of Council employees is recommended to recruit volunteers with experience of benefits and working in social care environment to work with the CAB and to receive relevant welfare rights training. The Employee Volunteering Scheme gives Council workers the chance to volunteer in the community in Wolverhampton for up to two working days per annum.

11.0 Corporate landlord implications

11.1 There are no corporate landlord issues as a direct result of this report.

12.0 Schedule of background papers

12.1 Communicating information about Welfare reforms in the City was subject of a scrutiny review in 2013 following implementation of the Welfare Reform Act 2012. Empowering People and Communities is a key theme of the Wolverhampton City Strategy. With the following priorities for action:

- Undertaking early intervention and prevention
- Supporting financial inclusion
- Encouraging healthier lifestyles and independence at all stages of life
- Supporting more people to be active within their communities
- Encouraging the voluntary and community sectors

EXECUTIVE RESPONSE: WELFARE REFORM UNCLAIMED BENEFITS

Recommendation 1

To request the City’s Inclusion Board to receive the report of the review group and to consider the feasibility of developing a partnership forum to oversee development of a co-ordinated advice and support strategy for the City.

The aim of the partnership forum would be to focus on unclaimed benefits, in-work and out of work, to maximise incomes and defend benefit entitlement in the City.

The review suggests the following are considered for inclusion in terms of reference:

- a) To develop options for a hub and spoke framework and a coordinated. Advice and support strategy relating to income maximisation and defending benefit entitlement.
- b) To carry out a mapping exercise of existing mechanisms for access to information, advice and support relating to benefits and income maximisation across the City.
- c) To consider operational issues: process, communication, support accessibility and equality monitoring.
- d) To align advice and support for welfare rights and benefits with employability and skills and link into existing signposting, advice and guidance networks.
- e) To identify and prepare joint funding bids for advice and support in the City.
- f) To promote case studies to the wider public to raise awareness and encourage people who may recognise themselves in the scenario to seek advice and find out if they could be claiming benefits or back claiming if there has been a genuine problem or mistake made.

Page 13

Comment	Timescale/progress so far	Officer Responsible
<p>The Inclusion Board is a voluntary partnership Board. The recommendations have been discussed with the Chair of the Board and the Chair of the Scrutiny Review. Concerns have been expressed that the recommendations are overly resource intensive and lack clear outcomes. It is proposed that they are amended as follows:</p> <p>The council to investigate if a small one-off budget can be identified to the Inclusion Board to commission the following:</p> <ul style="list-style-type: none"> • A workshop with partners and ward 	<p>Funding has been identified from the public health budget to commission works identified in the executive response to recommendation one.</p> <p>The budget of £20,000 has been allocated from the Public Health Interventions Reserve to cover the work with a particular focus around communications around support available linked to the rollout of UC building on the Communications strategy currently under development.</p> <p>The rollout of Universal Credit (UC) is due to start 8 February 2016. A cross-partner task group, overseen by the Inclusion Board, is meeting monthly to ensure that support is in place in advance of the rollout, in</p>	<p>Dr Keren Jones</p>

<p>councillors to complete a mapping exercise of benefits and support agencies.</p> <ul style="list-style-type: none">• Produce a series of posters that covers:<ul style="list-style-type: none">a) Getting sorted: a framework of the benefits and advice available for particular needs.b) Wolverhampton Working Well: Next steps for pathways to employment of opportunities for social inclusion e.g. pensioners.• Disseminate posters to all those partners that have regular contact with vulnerable groups within the community e.g. doctor surgeries, schools, housing associations.• A training session for key agencies.• The Inclusion Board continue to review information and update on an annual bases.	<p>particular around triage, digital inclusion and personal budgeting support – public health funding has already been secured for a pilot for the latter.</p> <p>Initial discussions are being held with DWP re a delivery partnership in advance of the rollout of UC and a report is to go to Cabinet Resources in December 2015 to agree its signoff.</p> <p>Progress made by Welfare Rights Service:</p> <ul style="list-style-type: none">• The Welfare Rights Service Specialist Support Team have been working with voluntary and community organisations to complete a Wolverhampton information and Advice Directory. The Directory is due to be launched in November 2015 to make sure that pathways to benefit advice is clear.• The Welfare Rights Service has developed on-line benefits information and advice including advice about Universal Credit.• The Welfare Rights Service has undertaken 66 training courses on various key benefit issues (such as sanctions, Employment and Support Allowance, Universal Credit etc.) for 681 individuals from 38 different voluntary and community organisations and provided access to specialist benefits advice and consultancy for workers/volunteers from key agencies. <p>Implementation of the Digital Inclusion Strategy is underway, with close links to support for those affected by the rollout of UC whereby claimants will have to apply for and manage their account online. A bid, led by a VCS partner, has been submitted to roll out the libraries digital mentor scheme offering one-to-one support. Organisations who have proceeded to the second bidding stage for the ESF/Big Lottery funded financial and digital inclusion intervention should be known in October.</p> <p>In addition, a bid has been submitted to Art Council to expand wi fi in libraries across Wolverhampton.</p>	
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Recommendation 2

To accelerate delivery of the Wolverhampton Digital Inclusion Strategy and Customer Services Strategy to enable access to the use of social media, information portals and mobile devices as tools to promote income maximisation, to signpost job seekers and people on benefits to relevant and accurate information.

Comment	Timescale/progress so far	Officer Responsible
<p>This is in line with the Councils Digital Inclusion Strategy. A consultant is now on site working to implement findings of the recent review.</p>	<p>To be launched by 31st January 2015. Completed</p>	<p>Sue Handy</p>
<p>A 'Find my nearest' tool will be coming to the Council website soon and will via a post-code look up signpost customers to the nearest places of interest and/or of assistance to them whether they are new or established in the area.</p>	<p>February 2015. Completed</p>	<p>Sue Handy</p>
<p>The Council website will be made full 'mobile responsive' ensuring that customers accessing the corporate site via their mobile devices on electronic tablets will have access to all information contained within the desktop version with improved ease of use.</p>	<p>Staff in both the Channel Shift team and Corporate Communications are receiving training in December. Completed</p>	<p>Sue Handy</p>
<p>A social media monitoring tool 'SocialSign On' has been procured and will allow Customer Services and Corporate communications to 'listen' to social media channels for issues, queries and to effectively tailor/target messages to audiences.</p>	<p>50% of website forms have been 'tagged' with Google analytics – this work is to be accelerated in the new year. Completed</p>	<p>Sue Handy</p>
<p>Through the focus of 'customer insight' in the Customer Services Strategy, it is expected that utilising trends data from Google Analytics will provide more real-time feedback as to how customers access our digital services and we can engage with them to ask how we may best improve our digital offering.</p>		
<p>An 'event's app being developed with ICTS will give the opportunity to promote advice events through the app stores.</p>	<p>A report recommending a new approach to digital events promotion and marketing is being presented to Strategic Executive Board in the next couple of weeks.</p>	<p>Andy Hoare/Ian Fegan</p>

[Not Protectively Marked]

Recommendation 3

That each Community Hub should develop information stations which offer advice about benefits, work training and volunteering opportunities, and that a pilot hub be developed to provide advice and support 'drop in' sessions at Ashmore Park Community Hub.

Comment	Timescale/progress so far	Officer Responsible
<p>The Welfare Rights Service training sessions have been made available to Community Hub volunteers in order to enable access help with claiming benefits to be available at the Community Hubs. The trained volunteers are also offered support with helping Wolverhampton residents with benefit queries via the Welfare Rights Specialist Support Team. In addition, volunteering opportunities and access to help with the requirements of the actively seeking work rules whilst volunteering are being developed.</p>	<p>Economic Inclusion team are working in our most deprived areas to engage and support residents towards employment building on best practice from elsewhere. They are also working with work clubs across Wolverhampton to build their capacity including working with Barclays.</p>	<p>Anthony Ivko</p>

Recommendation 4

That City Direct continues to develop and update the website relating to advice and support about benefits and income maximisation. That work with customer focus groups is undertaken to review what the Council website holds and that issues arising from research and development are built into future service planning.

Comment	Timescale/progress so far	Officer Responsible
<p>The review will feed into the future customer services target operating model.</p> <p>The website is managed centrally by Customer Services who hold expert Web Development Officers who ensure that content is written in Plain English, displayed in appropriate formats and that the 'site map'</p>	<p>Last year the website achieved a 3* SOCITM rating. We are currently awaiting results of our annual assessment and hope to be celebrating a 4* rating in March 2015.</p> <p>Improved in 2015 but not enough to achieve 4* assessment remained at 3*. Work currently being undertaken to achieve 4* in 2016.</p>	<p>Sue Handy</p>

[Not Protectively Marked]

<p>and search function within the site is optimal. The team are consistently focussed on further enhancing web content, bridging any gaps based on analytics recorded on each individual web page. User testing and the user experience are quintessential in driving forward the corporate website.</p> <p>A 'feedback' function is being planned to obtain 'live' customer feedback on web content – pages around advice/support for benefits could be targeted as part of this work.</p>	<p>Completed</p>	<p>Sue Handy</p>
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<p>Recommendation 5</p>		
<p>That an internal canvass of Council employees is undertaken to recruit volunteers with awareness of benefits and working in a social care environment.</p>		
<p>Page 17</p>	<p>Comment</p>	<p>Timescale/progress so far</p>
<p>Accept</p>	<p>Welfare rights training is available for volunteers and the Councils staff volunteering policy enables employees two days per annum to work with the CAB or other voluntary sector organisations.</p>	<p>Officer Responsible</p> <p>Helen Winfield / Martha Cummings</p>

<p>Recommendation 6</p>		
<p>That partners work to develop evaluation of volunteering work to give recognition of the additional skills, experience and confidence that volunteering can afford individuals and as a pathway into employment which can be taken into account as part of the claimant commitment when seeking employment opportunities.</p>		
	<p>Comment</p>	<p>Timescale/progress so far</p>
<p>Accept</p>	<p>Some of this is already happening through the LAW project hosted by CAB. Of the groups participating in the project some of the 'funded Partners' are currently funded by the Council and will make for some obvious and natural partners.</p>	<p>Officer Responsible</p> <p>Dr Keren Jones / Martha Cummings</p>

[Not Protectively Marked]

	<p>The Council is in the process of helping Community Associations develop a volunteer scheme which will address the needs of volunteers in relation to their own pathways to employment and also help equip them, through training, to deliver help and support to residents in the community.</p> <p>A bid led by a VCS partner has been submitted, as part of the UC work, to rollout the digital mentor scheme. The lead organisation up-skills volunteers they work with.</p>	<p>Anthony Ivko/Helen Winfield</p>
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Recommendation 7

That the Welfare Rights Team develop the work with law students in defending benefit entitlement and contact Wolverhampton University and College to discuss students from health and social care training courses getting involved. That students be offered opportunity to receive training and work experience in a volunteer capacity relating to benefit maximisation.

ID	Comment	Timescale/progress so far	Officer Responsible
<p>28 18</p>  <p>LEGAL SUPPORT FOR BENEFITS APPEALS PROJECT</p> <p>Project: Big Centre TV 9th September 2015 interview “A Wolverhampton Council initiative is providing law students with real experience” Link to Youtube clip: https://www.youtube.com/watch?v=joSgwOuWyal In addition the project has been nominated for the Wolverhampton Law Society’s Community Award:</p>	<ul style="list-style-type: none"> • Since autumn 2014 to the current time and continuing, students from the University of Wolverhampton Law School have, in partnership with the Council’s Welfare Rights Service, been engaged in pro-bono legal activities through the Law Student Representation Project. • It provides much needed appeals representation to vulnerable and disadvantaged people living in Wolverhampton who are in dispute with the Department for Work and Pensions over entitlements to Disability benefits aimed at people who may be considered to be too sick to work (Employment and Support Allowance) and those who may be considered to be so disabled they need help with their ‘daily living’ and ‘mobility’ (Personal Independence Payment). • Whilst also enabling students to apply legal skills and knowledge they have developed through education in ‘real world’ work situations which enhances their 	<p>Anthony Ivko/Helen Winfield</p>	

[Not Protectively Marked]

 <p>Revised LSNomination.docx</p>	<p>employability.</p> <ul style="list-style-type: none">• Students are provided with in-depth benefits training by the Welfare Rights Service Specialist Support Team and mentored on a case by case basis.• Figures up to 8th of October 2015 show that students undertook 75 appeals out of which they won 87%, and financially the cumulative overall sum won as a result of successful appeals is in excess of £450,000.• This sum of money not only goes back into the Wolverhampton economy but also provides successful appellants with much needed funds to enhance the quality of life and scope for independent living.• The Council also benefits from the project as less demand is placed on public funds.• Judiciary has continued to support the project and District Judge attends initial training sessions to brief law students.	
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Page 19

Recommendation 8

The Inclusion Board receives the response and considers the implications of the Department of Works and Pensions Freedom of Information analysis relating to the impact of Job Seekers Allowance (JSA) sanctions in Wolverhampton.

Comment	Timescale/progress so far	Officer Responsible
The request will be put forward to the Inclusion Board for consideration.	The Department for Work and Pensions statistics for Jobseekers Allowance Sanctions from 22 nd October 2012 to 31 st March 2014 show that for Central England 280,439 claimants had an adverse sanction decision applied – the highest number of all the regions in Great Britain which, as a whole, had 1,282,503 adverse sanction decisions applied.	Dr Keren Jones

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Scrutiny Board

3 November 2015

Report title	Information Governance Performance Report – Quarter One 2015/16	
Cabinet member with lead responsibility	Councillor Paul Sweet Governance	
Wards affected	All	
Accountable director	Kevin O’Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Anna Zollino- Biscotti	Information Governance Manager
	Tel	01902 555166
	Email	anna.zollino-biscotti@wolverhampton.gov.uk
Report to be/has been considered by	Information Governance Board	25 September 2015
	Strategic Executive Board	25 August 2015
	Cabinet Performance Management Panel	14 September 2015

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review and comment on the Quarter One performance for Information Governance
2. Identify and feedback any further action that may be necessary.
3. Recommend any issues to be referred to the Scrutiny Board for further consideration

1.0 Purpose

- 1.1 To report on the performance of Information Governance for Quarter One (April – June 2015).

2.0 Background

- 2.1 The Information Commissioner's Office (ICO) conducted consensual audits of the Council in October 2011 and July 2012.
- 2.2 The October 2011 audit covered requests for personal data and requests made under the Freedom of Information Act 2000 (FOI). The ICO's subsequent overall opinion was that there was a very limited assurance that processes and procedures were in place and being adhered to.
- 2.3 The ICO carried out a further audit on 19 July 2012 to measure the extent to which Wolverhampton City Council had implemented the agreed recommendations and identify any subsequent change to the level of assurance previously given. This was based on an update provided in March 2012 and subsequent management information. The ICO raised the Council's status from Red "Very Limited Assurance" to Amber "Limited Assurance" as an acknowledgement that progress had been made.
- 2.4 The Council provided a final management update to the ICO on 20 December 2012, after which the ICO confirmed that the audit process had been brought to a conclusion. Throughout 2013, work continued to ensure that a strategic approach was adopted to how the Council manages information assets.
- 2.5 In February 2014, the ICO has asked for further updates on our progress, as a result of information incidents the Council is managing. The Council was then placed under an enforcement notice to achieve 100% of employees having undertaken the mandatory 'protecting information training'.
- 2.6 In June 2014, the Council complied with the enforcement notice and achieved 100% of employees completing the 'protecting information' training.
- 2.7 In order to ensure ongoing improvements with information governance this report outlines current performance.

3.0 Progress/Update

- 3.1 The IG performance figures are contained in Appendix A.
- 3.2 The number of freedom of information requests from the media has now been included in the Information Governance performance reports. Please refer to Appendix A.
- 3.3 The IG team do not currently record the cost it takes to process a freedom of information request from start to end, however based on the last cost calculation from the

Constitution Unit, University College London, the cost of processing the number of FOI requests received for the period 2014/15 was £199,200.00 (1245 requests x £25 x 6.4 hours).

3.4 A review of the mandatory Protecting Information training module is being carried out to ensure that the module is still fit for purpose and is still relevant to all audiences, including Councillors. The module will also include a guidance section on how to apply information protective marking and how to manage information in accordance with the marking. The current Information Governance e-learning modules are listed below and can be found at: <http://wolverhampton.learningpool.com/course/index.php>

- Protecting Information (mandatory)
- Information Protective Marking
- Records Management
- Data Protection
- Email – how to avoid phishing scams
- Government Connect
- Introduction to Freedom of Information
- Document Verification/introduction to document fraud

4.0 Financial implications

4.1 There are no financial implications associated with the recommendation in this report as Councillors are requested to review the progress made on information governance.

4.2 It is worth noting, however, that a failure to effectively manage information governance carries a financial risk. Inaccurate and out of date information can lead to poor decision making and a potential waste of financial resources. In addition to this, poor information governance can actually result in a fine of up to £500,000 from the ICO.

[MK/15102015/Y]

5.0 Legal implications

5.1 The Council has a legal duty under the Data Protection Act 1998, Freedom of Information Act 2000 and Environmental Information Regulations 2004 to appropriately manage and protect information assets.

5.2 The integration of Public Health into the Council in April 2012 required the Council to provide assurance to the NHS that it had in place suitable information governance policies, procedures and processes.

5.3 Failure to effectively manage information governance could increase risk of exposure to fraud and malicious acts, reputational damage, an inability to recover from major incidents and potential harm to individuals or groups due to inappropriate disclosure of information.

5.4 The Information Commissioner has the legal authority to:

- Fine organisations up to £500,000 per breach of the Data Protection Act or Privacy & Electronic Communication Regulations
- Conduct assessments to check organisations are complying with the Act
- Serve Enforcement Notices and 'stop now' orders where there has been a breach of the Act, requiring organisations to take (or refrain from taking) specified steps in order to ensure they comply with the law
- Prosecute those who commit criminal offences under section 55 of the Act
- Conduct audits to assess whether organisations processing of personal data follows good practice
- Report issues of concern to Parliament.

[KO/15102015/H]

6.0 Equalities implications

6.1 There are no equality implications arising from this report and its recommendations.

6.2 All policies and procedures developed as part of the information governance maturity model will undergo an equalities analysis screen and full analysis if appropriate.

7.0 Environmental implications

7.1 There are no environmental implications arising from this report.

8.0 Human resources implications

8.1 All employees are required to comply with Information Governance legislation and are required to complete the mandatory 'protecting information training'.

9.0 Corporate landlord implications

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

10.0 Schedule of background papers

10.1 Update on Information Governance report to Cabinet – 26 March 2014.

Information Governance Summary Quarter One - 2015/16

FOI number received (response rate) by Directorate Q1 - 2015/16

FOIs Directorate	April		May		June		Total
	Total	%	Total	%	Total	%	
Corporate	36	100% ★	32	100% ★	37	100% ★	105
People	25	100% ★	18	100% ★	26	100% ★	69
Place	32	100% ★	24	100% ★	33	100% ★	89
WMPF	2	100% ★	4	100% ★	3	100% ★	9
WM Transport	0		0		0		0
Overall	95	100% ★	78	100% ★	99	100% ★	272
Media Requests *	(22)		(21)		(16)		(59)

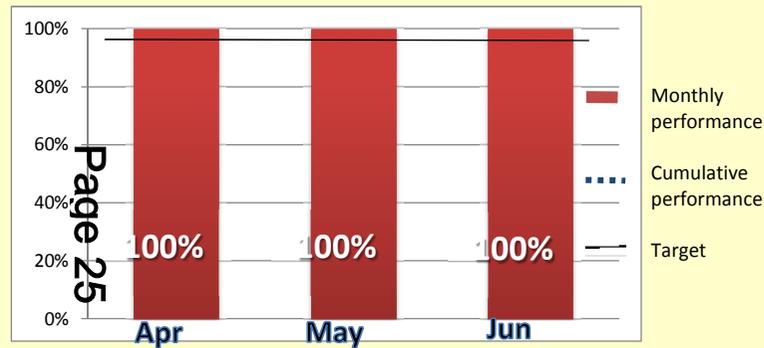
Training Q1 2015/16

New Starters - 61
46 - completed 75%
15 - not completed 25%

SAR number received (response rate) by Directorate Q1 - 2015/16

SARs Directorate	April		May		June		Total
	Total	%	Total	%	Total	%	
Corporate	7	100% ★	30	100% ★	36	97% ★	73
People	9	100% ★	8	100% ★	4	100% ★	21
Place	11	100% ★	14	100% ★	7	100% ★	32
WMPF	2	100% ★	1	100% ★	0	100% ★	3
WM Transport	0		0	0%	0		0
Overall	29	100% ★	53	100% ★	47	97% ★	129

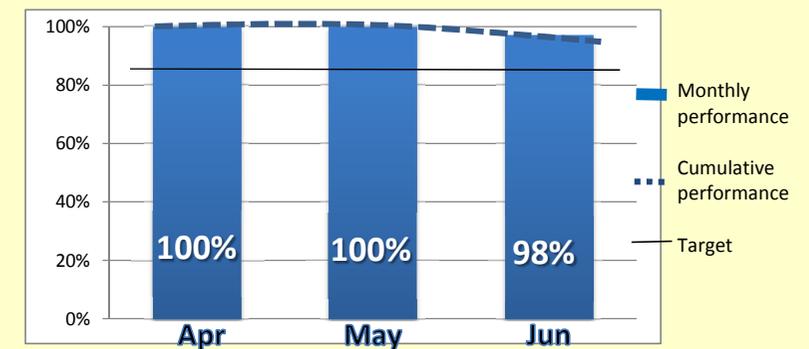
Freedom of Information (FOI) Response Rates Q1 2015/16



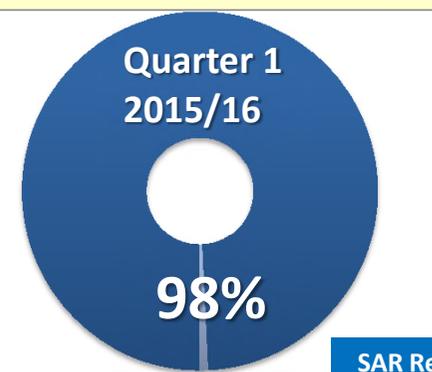
Information Incidents Q1 2015/16



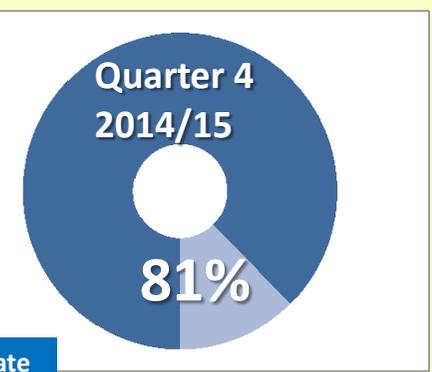
Subject Access Request (SAR) Response Rates Q1 2015/16



FOI Response Rate



SAR Response Rate



* FOI regime is applicant blind; the figures provided only include those where we can identify the requestor as being from the Media.

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Scrutiny Board

3 November 2015

Report title	Scrutiny Work Programme 2015/16	
Cabinet member with lead responsibility	Councillor Paul Sweet Governance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Adam Hadley Tel Email	Group Manager - Democracy 01902 555043 Adam.Hadley@wolverhampton.gov.uk
Report to be/has been considered by	Scrutiny Board	8 September 2015

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

- (1) Review and develop the Scrutiny Board Work Programme 2015-16 to take account of emerging issues and councillor suggestions
- (2) To allocate any cross cutting pieces of work

1.0 Purpose

- 1.1 To update and agree the Scrutiny work programme for 2015-16.

2.0 Background

- 2.1 The remit of the Scrutiny Board was agreed by Annual Council 15 May 2013. This remit included the specific responsibility to oversee the operation of the call-in mechanisms and to oversee the work programmes of Scrutiny Panels to avoid duplication of work and to ensure coherence of approach to cross-cutting policy themes. The Board may determine that one named Panel shall take lead responsibility for a cross-cutting policy theme or may determine that the work be shared between one or more panels.

3.0 Work Programme Planning

- 3.1 The work programme (Appendix 1) is a working document which is reviewed at each agenda planning meeting to determine the timeliness and relevance of items for scrutiny. Any member can also ask for an item to be considered by Scrutiny. At each Scrutiny Board an updated work programme will be presented for discussion and agreement.
- 3.2 New items for consideration are highlighted in blue.

4.0 Financial implications

- 4.1 There are no direct financial implications arising from the recommendations in this report. Within Governance, there is a scrutiny budget to support the investigation of issues highlighted by councillors through the work programmes of the panels and the reviews and inquiries.

[GE/22102015/P]

5.0 Legal implications

- 5.1 There are no direct legal implications arising from this report.

[RB/26102015/I]

6.0 Equalities implications

- 6.1 There are no direct equalities implications arising from this report.

7.0 Environmental implications

- 7.1 There are no direct environmental implications arising from this report.

8.0 Human resources implications

8.1 There are no direct HR implications arising from this report.

9.0 Corporate landlord implications

9.1 There are no direct corporate landlord implications arising from this report.

10.0 Schedule of background papers

10.1 Report to Scrutiny Board agreeing the new method of agreeing the scrutiny work programme – 15 April 2014

Scrutiny work programme

Scrutiny Reviews 2015-16

- **Child Sexual Exploitation**

The Scrutiny Review Group has met on the following dates where written and verbal evidence from various witnesses was presented:

- 7.9.15
- 5.10.15
- 19.10.15

The review group agreed the draft terms of reference at the meeting on 7.9.15. The review group had a detailed briefings from Head of Safeguarding and CSE Co-ordinator on the topic at the first meeting on the issue. The review group has had evidence from the Independent Chair of the Safeguarding Board, Cabinet Member for Children, Service Director Children and Young People and the Manager of the Wolverhampton Youth Offending Team. Witnesses have been asked to respond to key questions detailed in the draft terms of reference.

Review group members have been invited to attend MASH briefing sessions.

Two further evidence sessions will be held in November. Representatives of the following organisations will be presenting evidence at the planned meetings:

- West Midlands Police
- Cabinet Member for Education.
- Barnados
- Childrens Society
- Base 25
- Representatives of religious or faith organisations

The findings and recommendations of the review will highlight areas for further development and action. A key part of the review will involve supporting efforts to awareness of the issue and recognise the signs of a child or young person being at risk of sexual exploitation.

- **Electoral Registration and Participation**

The Scrutiny Review Group met on 29 September 2015 to review the scoping document, the background information and the pre-review evidence collected. The Group approved the scoping document, with the additional function to consider the role of education (pre and post 16 education) in promoting electoral registration and participation.

The second possible meeting of the Group has been set for the second week of November subject to confirmation of key witnesses. There is scheduled to be a further two meetings, the last of which will be held in December.

The findings of the review will inform future work on increasing registration and participation and identify barriers for the council to address.

- **City of Wolverhampton Council Volunteering Offer**

The Scrutiny Review Group met on 16 September 2015 and received an introduction and background of volunteering in Wolverhampton. It was agreed that the review is needed to consider the City of Wolverhampton Council volunteering offer and the volunteer's journey in terms of routes into employment. The Review Group agreed the terms of reference; key questions the review is seeking to answer and the schedule of meetings.

The Review Group meet on 21 October 2015 to receive further evidence, what best practice looks like in this Council and to take a wider look at National best practice.

The review group will meet again on 28 October to carry out a series of site visits in Wolverhampton to meet volunteers and the organisations that they work for, to see their volunteer offer. Three other meetings are planned to finalise evidence gathering, consider the findings and conclusions and to agree the draft report to Cabinet (23 March 2016).

The findings of the review group will inform the City of Wolverhampton Council Volunteering Offer and the wider Wolverhampton Volunteering Strategy which will be considered by Cabinet on 16 May 2016.

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"> • Welfare Reform, Unclaimed Benefits (DB) • Information Governance Performance Report – Quarter 1 2015/16 • Work programme
15 Dec 2015	<ul style="list-style-type: none"> • Draft Budget 2016/17 • Corporate Performance Report – Quarter 1 and 2 2015/16 • Tracking and Monitoring of Reviews <ul style="list-style-type: none"> - Employability and Skills (DB) • Information Governance Performance Report – Quarter 2 2015/16 • Complaints Report - Quarter 2 2015/16 • Work programme
12 Jan 2016	<ul style="list-style-type: none"> • Task and finish report from Regulatory Services • 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	<p>Safeguarding people in vulnerable situations</p> <ul style="list-style-type: none"> • Reducing Gang Harm Strategy • The Violence Against Women & Girls Strategy • Targeted youth support • Youth Council safety and young people as victims of crime • Outcome of consultation on the future of adults short breaks services and Oxley Plus day service - Pre-decision scrutiny
10 Nov 2015	<p>Pre-decision Scrutiny Better Care technology and strengthening support at home (Cabinet 11 Nov 2015)</p>
24 Nov 2015	<p>Draft budget 2016/17</p>
Jan 2016	<p>Visit to site Assistive technologies</p>
26 Jan 2016	<p>Promoting independence for people with disabilities and for older people</p> <ul style="list-style-type: none"> • Mental health (early intervention) • Assistive technologies • Aids and adaptations (July 2015) • Quality assurance process/data (re: contract / compliance) • West Midlands Police Update : Local Policing Plan 2015-16 progress report and Draft Youth Strategy consultation <p>Joint Council and</p>
22 March 2016	<p>Enabling communities to support themselves</p> <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

Anti-Social Behavioural Team - update on Public Space Protection Order in addressing anti-social behaviour. March?

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">• Corporate Parenting, Children in Care Council and the role of Councillors• Wolverhampton Youth Zone
28 Sept 2015	<ul style="list-style-type: none">• pre-decision scrutiny:<ul style="list-style-type: none">▪ Proposed new fostering fees and allowances
25 Nov 2015	<ul style="list-style-type: none">• Draft Budget 2016/17• Children's services transformation
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• Future Money - making the most efficient use of financial resources
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• Future Money - making the most efficient use of financial resources
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• Future Money - making the most efficient use of financial resources

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 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 • Francis report update (following health and wellbeing) - CCG • 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	<p>External funding and corporate priorities</p> <ul style="list-style-type: none"> • Overview of External funding • Corporate priorities and work programme
24 Sept 2015	<p>Attracting inward investment</p> <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 • Statistical data, trend analysis on attracting inward investment for the City
6 Oct 2015	<p>Visitor Economy</p> <ol style="list-style-type: none"> 1) Understanding our key markets: where do they come from and what do they want? <ol style="list-style-type: none"> a) Visitors to include shoppers, leisure and culture b) Workers c) Students d) Businesses e) Developers/investors 2) Wolverhampton's offer <ol style="list-style-type: none"> a) Overall for the city <ol style="list-style-type: none"> i) Central (retail (including BID), offices, University, transport hub) ii) West (including Racecourse, Aldersley, , Bantock, Canal) iii) East (including Robin, Bilston craft gallery) iv) Overall events programme 3) Improving our offer

	<p>a) City Centre Regen (including first impressions (interchange), offices, leisure, creating footfall) - Marie</p> <p>b) Hotels and hotel study</p> <p>c) Environment – Blue Green infrastructure</p> <p>d) Perceptions and marketing</p> <p>4) Case study – Andy Bailey, Benson & Eliot or Adrian, Grand Theatre</p> <p>5) Visitor week briefing paper – Heather Ernstsons</p> <p>6) Statistical Data Information report</p>
01 Dec 2015	<p>Budget and Employment and Skills commission report</p> <ul style="list-style-type: none"> • Employment and Skill Commission report • Budget • Statistical data, trend analysis for the City on external funding
Jan 2016	<p>Potential for site visit in preparation for the next session to see how and who is getting it right</p> <ul style="list-style-type: none"> • The Custard factory visit with University partners
09 Feb 2016	<p>Business and Enterprise</p> <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	<p>The City Economy</p> <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

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">• Review of Commercial Property Portfolio• Wolverhampton Active Travel Strategy• Sustainability Implementation Plan monitoring report 2014/15
03 Dec 2015	<ul style="list-style-type: none">• Draft Budget 2016/17
11 Feb 2016	<ul style="list-style-type: none">• City Centre Regulation of street trading, displays• Food Waste Strategy
14 April 2016	<ul style="list-style-type: none">• Residents parking• Keeping the City clean

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