

Scrutiny Board

14 June 2016

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Stephen Simkins (Lab)
Vice-chair Cllr Patricia Patten (Con)

Labour

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Dr Michael Hardacre
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Jacqueline Sweetman
Cllr Greg Brackenridge
Cllr Jasbir Jaspal
Cllr Louise Miles
Cllr Rupinderjit Kaur

Conservative

Cllr Barry Findlay
Cllr Arun Photay

Quorum for this meeting is four Councillors.

Information for the Public

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Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting (26 April 2016)** (Pages 5 - 12)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**
[To consider any matters arising from the minutes]

DISCUSSION ITEMS

- 5 **Information Governance Performance Report Quarter Four 2015-16** (Pages 13 - 22)
[Anna Zollino-Biscotti, Information Governance Manager, to present Quarter Four information governance performance report for information and comment.]
- 6 **Update on the West Midlands Combined Authority (WMCA)** (Pages 23 - 28)
[Robert Picken, Project Support Officer, to present update on report on Combined Authority]
- 7 **Draft Annual Scrutiny Report 2015-16** (Pages 29 - 54)
[Sara Goodwin, Democratic Support Manager, to present draft annual scrutiny report 2015/16]
- 8 **Corporate and social care complaints - Fourth Quarter** (Pages 55 - 88)
[Steve Rice, Customer Engagement Manager, to present report on statutory complaints activity for Adult Social Care, Children and Young People Social Care and Public Health performance for the period 1 January 2016 to 31 March 2016]
- 9 **Equality Champion Annual Report 2015-16** (Pages 89 - 92)
[Councillor Mike Hardacre, Equalities Champion, to present annual report]
- 10 **Corporate Plan 2016 - 2019** (Pages 93 - 114)
[Charlotte Johns, Head of Transformation, to present report which details the approach and progress against developing the new 3-year Corporate Plan for 2016 – 2019.]
- 11 **Scrutiny Work Programme 2016/17** (Pages 115 - 118)
[Sara Goodwin, Democratic Support Manager, to present report on the Board's work programme for future meetings.]

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Attendance

Members of the Scrutiny Board

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Craig Collingswood
Cllr Dr Michael Hardacre
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Stephen Simkins (Chair)
Cllr Jacqueline Sweetman
Cllr Val Evans

Employees

Keith Ireland	Managing Director
Emma Bennett	Service Director - Children and Young People
Viv Griffin	Service Director - Disability and Mental Health
Andy Jervis	Head of Regulatory Services
Ros Jervis	Service Director - Public Health and Wellbeing
Neeraj Malhotra	Consultant in Public Health
Deborah Breedon	Scrutiny Officer
Adrian McCormick	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 Arun Photay, Barry Findlay, Val Gibson, Paula Brookfield and Julien Kramer.

The Chair advised that Cllr Val Evans was in attendance as a substitute for Cllr Paula Brookfield.
- 2 Declarations of interest**
There were no declarations of interest.
- 3 Minutes of the previous meeting**
Resolved:

That the minutes of the meeting held on 1 March 2016 be approved as a correct record and signed by the Chair subject to an amendment on page 4 to delete Cllr Craig Collingsworth and insert Cllr Craig Collingswood.

4 **Matters arising**

There were no matters arising.

Cllr Stephen Simkins reminded the Scrutiny Board members that the meeting was being held in the purdah period and that councillors should follow the purdah guidelines.

5 **Joint Protocol to Manage Unauthorised Gypsy and Traveller Encampments**

Andy Jervis, Head of Regulatory Services provided a report which informed the Scrutiny Board of the Joint Protocol to manage unauthorised Gypsy and Traveller encampments. He advised that the protocol had been jointly drafted with Inspector Steve Perry, West Midlands Police and it aimed to assist the joint response to unauthorised encampments.

The Head of Service advised that a protocol had been in place since the 1990's and had last been reviewed in 2008 but that a number of structural changes within both organisations and some important legislative changes were the main drive for the revised joint protocol, which made the process more consistent. He advised that the lead officer Shaun Walker, Section Leader and Inspector Steve Perry had worked together to develop a working group and held initial discussions, consultations and workshops.

The Head of Service outlined the report. Inspector Steve Perry highlighted the need to recognise people's rights and there were often complex situations relating to unauthorised encampments. He informed the Panel that there was also a Black Country (BC) working group working alongside regulatory services colleagues from Walsall, Dudley and Sandwell to consider common issues that all Local Authorities have and looking for a solution which they currently do not have, such as a Transit Site or a Temporary Stopping Place.

The Head of Service clarified that the Section Leader had carried out some costing work in relation to a possible Transit Site and that there is a need for a solution exercise to consider where a site could be located. When and if that is solved the protocol will be reviewed again.

Cllr Ian Angus recognised the excellent work that had taken place to bring co-defined into one place. He suggested that councillor awareness be raised in relation to incursions and the code of conduct. The Head of Regulatory Services clarified the material action of any breach of the code would be compliance however those that do not, or do not continue to, abide by the code will face actions by the Authority and the Authority's position will be strengthened.

Cllr Phil Bateman welcomed the Black Country approach to managing unauthorised encampments and the protocol. He suggested that there was a weakness in our intelligence to know whether moving was by force or by will, and that this information was important. He indicated that there were some steps in the process missing particularly how the Local Authority responds and communicates through social

media. Regular updates to local residents, telling them what is happening, raising awareness of local residents in relation to services being offered by the unauthorised encampment inhabitants and giving contact numbers if there were concerns.

The Head of Regulatory Service agreed that there was a need to strengthen and develop communications; he advised that real time advice was helpful and that an intelligence data base was being developed based on the police model. He clarified that trading standards work closely with police and their regulatory services colleagues in relation to the use of intelligence and that there had been some recent successes in intervening with rogue traders based on the intelligence received.

The Scrutiny Board recommended that a toolkit for Councillors and general public be developed and that every Councillor receive awareness training as part of the induction process.

The Chair requested that the protocol be reviewed every four years providing no change to legislation warrants an earlier review. He highlighted the need for the Combined Authority to consider the protocol and give recognition to the successful joint working between police and Local Authorities across the Black Country.

Resolved

1. That the comments of the Scrutiny Board be taken into account by SEB when considering the final protocol document.
2. That a communications system and a toolkit or factsheet for Councillors and general public be developed to highlight the protocol and communication channels available relating to unauthorised encampments.
3. That the proposed draft joint protocol to manage unauthorised Gypsy and Traveller encampments be approved subject to improvements with SEB, namely an expansion of the sections pertaining to equalities and welfare assessment.
4. That the Board note that the Director for City Environment be given authority to approve and sign the final version on behalf of the City of Wolverhampton.
5. That the protocol be reviewed every four years providing no change to legislation warrants an earlier review.

- 6 **Feedback from the Scrutiny Inquiry Session Tackling Childhood Obesity**
Ros Jervis, Service Director Health and Wellbeing outlined the report. She advised that the Inquiry group had received information and data relating to the scale of childhood obesity in Wolverhampton, and witness evidence about initiatives, including school based activity. The evidence presented had provoked a lively discussion which had resulted in five recommendations outlined in the report.

Cllr Peter O'Neill, Chair of the Inquiry session highlighted that the meeting had been very productive and in addition to the recommendations from the session he highlighted a need to note that getting the obesity framework right was extremely important. He indicated that there were sensitivities around obesity especially informing parents that children fall within the overweight and obese category.

Cllr Sandra Samuels, Cabinet Member Health and Well Being welcomed the report, she highlighted that the inquiry had identified the issues and how much was already happening to tackle childhood obesity. She thanked the individuals who had contributed to the review.

The Service Director outlined the five recommendations in the report and gave Public Health perspective to respond to each recommendation. In relation to recommendation one she highlighted the need to focus on teaching staff and teaching assistants in Wolverhampton Primary schools.

She indicated that the second recommendation was the most important to motivate information, communication and the menu of support and services relating to Childhood Obesity to all School Governors and Leadership Teams in schools across Wolverhampton.

She advised that the 'Daily Mile' initiative was one of many interventions to improve activity with children and that dietary advice is as important, she welcomed discussions taking place at Governors meetings.

In relation to the third recommendation the Service Director indicated that the standard of school meals was good and there is a need to promote the uptake of free school meals. She suggested that school policy would determine what is done in schools to advise on the contents of school lunch boxes and what support is required for teachers in relation to this.

The fourth recommendation highlighted the need to develop cooking skills in young people and families within the City. The Scrutiny Board considered how cookery classes could be financed and if Council buildings with kitchen facilities were underutilised across the City, such as Aldersley Stadium kitchen.

The Service Director referred to recommendation five and how evidence had identified that some schools were actively engaged with the PASS team to deliver activities. The Scrutiny Board agreed that the real work was to engage all schools and that more work was needed around communication and engagement with schools to tackle a number of approaches to tackle childhood obesity.

The Service Director responded to questions, indicating that obesogenic call to action was about a whole system approach to tackling obesity; she highlighted that in some parts of the City there was a food outlet on every corner and that Public Health were working with colleagues in other Council services such as planning and licensing to look at the bigger picture. The Scrutiny Board highlighted a reference in the report to the correlation between obesity and areas of deprivation.

Cllr Dr Mike Hardacre suggested that some analysis should be undertaken to consider BMI data for secondary schools over a period of time and if sports academies have achieved a downward trend in obesity and a lower BMI than other schools. Cllr Peter O'Neill asked how this data would be monitored. In response the Service Director advised that there is a national requirement to monitor BMI height and weight in children in year 6 and reception class, she advised a different approach would need to be taken to drive forward monitoring in secondary schools.

Scrutiny Board were appreciative of the issues for teenagers relating to self-image and being overweight or obese.

The Service Director informed the councillors that Beat the Street initiative aimed to involve all ages however the children involved were primarily from primary schools and not so many participated of secondary school age. She advised that Public Health is trying to engage with secondary schools to introduce health and wellbeing and plan to work with head teachers and leadership teams.

In response to questions the Service Director clarified it is a vital piece of work to share best practice in schools. Cllr Peter O'Neill suggested reviewing the data relating to obesity in primary schools through to secondary schools to evaluate how successful initiatives to tackle obesity have been. Scrutiny Board agreed that data should be reviewed and reported back to Joint Scrutiny Panels and the Board after two years to make recommendation for the third year.

Cllr Rita Potter welcomed the recommendations and the evidence gathered in the inquiry session, she highlighted that an issue to be addressed was that parents were not engaging. The Service Director welcomed the point and advised that support would be given to school governors to engage parents. The Chair endorsed this action, he suggested that with the protocol in place, governors could work with children to share information and activities with parents; he suggested that parents walking with children to school may also free parking and road congestion around schools.

Resolved

1. Scrutiny Board recommend that a discussion take place with local education providers and teaching alliance to consider the feasibility of increasing the physical activity, knowledge and skills component of all teaching degrees, with a particular focus on primary qualifications.
2. Scrutiny Board recommend that motivating information and communications relating to child obesity and the menu of support and services available is circulated to all Governors and Leadership teams in schools across Wolverhampton.
3. Scrutiny Board recommend that food quality and nutritional standards in school lunches are reviewed and that priority is placed on two key areas:
 - a. Take up of school meals, particularly at key transition points e.g. end of Universal Infant free School Meals at year 2 and the transition from primary school to secondary school.
 - b. The nutritional value of food provided from home (packed lunches and snacks).
4. Scrutiny Board recommend further investigation of developing cooking skills in young people and families within the City.
5. Scrutiny Board recommend further development of the intra-school and inter-school sports to progress competition between individuals, classes, schools and local authority areas.

6. Scrutiny Board recommend that some analysis be undertaken to consider BMI data for secondary schools over a period of time and if sports academies have a downward trend in obesity and a lower BMI than other schools.
7. Scrutiny Board recommend a progress report to evaluate how successful initiatives have been relating to and report back to Joint Scrutiny Panel and the Board after two years to make recommendation for the third year.

7 Corporate Performance Report - Quarter Three 2015/16

Adrian McCormick, Head of Transformation provided an update to panel on the performance of those indicators, for quarter three, published in the Council's Corporate Plan for 2015/16.

In response to a specific question relating to performance indicator WCP1036 – The number of adults aged 18-64 in contact with Mental Health Services who have resettled from permanent residential care into community based services, Viv Griffin Head of Service, advised that there is a programme in operation that stretches over a three year period; she advised that there are fewer new people being admitted into residential nursing care, this figure has reduced to one or two people being admitted. There had however been less success in moving people out of residential nursing homes. She advised that there had been a couple of stalling points, namely building work delays and residents not wanting to move out, however these issues were being addressed and the programme will be completed, it would however take three years to complete which is the reason for the red performance indicator.

There being no further questions it was resolved:

1. That Scrutiny Board receive the update of Corporate Performance – Quarter three 2015/16.

8 Scrutiny Work Programme 2015/16

Deb Breedon Scrutiny Officer provided an update report of the Scrutiny Work Programme 2015/16. She advised the panel that two matters were outstanding on the work programme:

- Special Health Scrutiny meeting that would take place on Thursday 28 April to consider a substantial variation in relation to Pond Lane Hospital
- The review relating to Electoral Registration and Participation, which will report to Cabinet on 8 June 2016.

The Scrutiny Officer advised Scrutiny Board that in addition to scheduled meetings in the municipal year a number of additional Panel meetings, joint panel meetings, task and finish groups and site visits had been delivered. The Chair added that the Scrutiny Chairs and Vice-Chairs group had also met on several occasions to consider the development of the scrutiny process and welcomed the feedback from Chairs and Vice-Chairs relating to issues emerging on the panel agendas where there may be cross over with another panel remit.

The Chair thanked the Scrutiny Team, Officers who had participated and provided reports to scrutiny and Councillors for their contribution to the scrutiny work programme and process. He welcomed that more focussed and productive scrutiny

had been undertaken this year and that the joint Panel meetings had provided a template for future joint meetings. He highlighted the need to engage with Cabinet Members more in the 2016/17 scrutiny work programme. The Scrutiny Officer advised that the annual work programme planning event would take place on 2 June 2016.

Cllr Sandra Samuels indicated that in previous years there had been a regular meeting of the Scrutiny Chair and Cabinet Members to consider key decisions on the forward plan.

Resolved

1. That the update report is received
2. That a letter of thanks be circulated to all that contributed to the meetings and reviews.

9 **Proposed consultation plan for 0-19 Healthy Child Programme commissioning and service redesign (Health Visiting, Family Nurse Partnership and School Nursing services).**

Ros Jervis, Service Director Health and Wellbeing and Neeraj Malhotra, Consultant in Public Health provided a paper relating to the future commissioning options and proposed engagement and consultation plan for 0-19 Healthy Child Programme services re-design.

The Service Director advised that the paper had previously been considered by Health Scrutiny Panel and that amendments had been made to the pre-consultation engagement process as a result. Health Scrutiny recommended the revised report be added to Scrutiny Board agenda due to the implications for Children, Young People and Families.

The Service Director advised Scrutiny Board that commissioning responsibility for school nursing and health visiting fall under the Public Health (PH) remit. School nursing responsibility came in 2013, Health visiting services transferred to PH in October 2015. The services work together to help promote the welfare and safety of all children. She advised that the Council currently has a contract that will expire in July 2017 and that this is a valuable opportunity for PH working with Children's commissioning services and the Clinical Commissioning Group (CCG) to consider future commissioning options and ensure a new service is in place for August 2017. The Service Director advised that this is an extremely important piece of work to get the best services and that the engagement and consultation plan has to be comprehensive before going out to tender.

The Consultant PH advised that the paper before councillors has been revised and now includes extensive engagement with parents and young people and the different services that interface with the healthy child programme. She advised that alongside the engagement on the service model, information will be sought on the experiences that are going well with the areas that need improvement. She advised that Wolverhampton needs a model that works well for Wolverhampton and the consultation will ensure that people have opportunity to shape the service.

In response to questions the Service Director clarified that there has to be a health visiting services but that there does not have to be a school nurse service. The Consultant PH confirmed that the timelines following consultation are that the tender process is scheduled for November 2016, the contract will be awarded in March 2017 and contract mobilisation March to August 2017.

Cllr Peter O'Neill referred to option 1 – the proposal to go out to tender for a single service specification, he highlighted that the Government intends to make all schools academies and asked if there would be any implications for future provision for 0-5 years olds. The Service Director indicated that this would be taken into account when determining the shape of future services.

In response to a request for clarification by Cllr Dr Mike Hardacre the Service Director clarified that there is no statutory requirement to provide school nurses but that PH is mandated to provide certain services. Cllr Hardacre asked the Service Director to ensure that there would be school nurse provision in secondary schools. She confirmed that that was absolutely the intention.

Cllr Phil Bateman asked for more information about health visitors to Gypsy and Traveller sites and if there were specialist teams assigned. The Consultant PH clarified that it is a health visitor's role to visit every new born baby within 14 days to assess their needs. She advised that some contacts do take longer, for example if there are language issues, and the extra time this takes puts pressure on the service. Information is required from the service on the impact that the changing population is having on the service. She advised that she would find out about what specialist teams are available.

The Service Director indicated that the most important part is that no vulnerable person or child will slip through the net and every child will get the best possible start in life.

The Chair welcomed the report and opportunity to comment on the pre-consultation.

Resolved

1. That Scrutiny Board note the revised proposals for the Engagement and Consultation process.
2. That the Engagement and Consultation process be endorsed.
3. That the comments of the Scrutiny Board be taken into consideration in the final version of the process

Scrutiny Board

14 June 2016

Report title	Information Governance Performance Report – Quarter Four 2015/16	
Cabinet member with lead responsibility	Councillor Milkinderpal Jaspal 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	14 July 2016
	Cabinet Performance Management Panel	13 June 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review and comment on the Quarter Four 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
4. To note the IG performance figures for the following:
 - Freedom of Information (FOI)/Environment Information Regulations (EIR) for the period 2010/2011 to 2015/2016
 - Subject Access Requests (SAR) for the period 2014/15 – 2015/2016

1.0 Purpose

- 1.1 To report on the performance of Information Governance for Quarter Four (January – March 2016).

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 the City of Wolverhampton 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 managed information assets.
- 2.5 In February 2014, the ICO had asked for further updates on our progress, as a result of information incidents the Council was 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 for quarter four are contained in appendix A.
- 3.2 In summary, there has been an increase in the total number of information requests received for the quarter. 27 percent (69) more requests were received for Freedom of Information /Environmental Information and 54 percent (47) more requests were received under Subject Access.

- 3.3 The response rate for requests answered within the statutory timeframes for both regimes has remained high. 100 percent of all FOI/EIR requests and 99 percent of SAR requests were responded to within time.
- 3.4 In addition, appendices B and C provide a summary of performance since 2010/11, when the initial ICO audit in October 2011 was undertaken and found us to have “very limited assurance”.
- 3.5 Appendix B provides a summary of the performance figures for Freedom of Information and Environmental Information requests for the period 2010/2011 to 2015/2016.
- 3.6 In summary, the graph shows a steady increase in the numbers of FOI/EIR requests received over the 5 year period (with the exception of this year) and an increase in our response rate.
- 3.7 Appendix C provides a summary of the performance figures for Subject Access (data protection) requests for the period 2014/2015 to 2015/2016. Please note that performance figures for subject access requests were not recorded centrally prior to 2014.
- 3.8 In summary, the number of subject access requests received has dropped for the period, however, our response rate has increased.

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.

[GE/24052016/T]

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.

[Legal Code: TS/24052016/I]

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 Four - 2015/16

FOI number received (response rate) by Directorate Q4 - 2015/16

FOIs Directorate	January		February		March		Total
	Total	%	Total	%	Total	%	
Corporate	33	100.00%★	45	100.00%★	37	100.00%★	115
People	27	100.00%★	27	100.00%★	26	100.00%★	80
Place	36	100.00%★	37	100.00%★	51	100.00%★	124
WMPF	4	100.00%★	3	100.00%★	2	100.00%★	9
WM Transport	0		0		0		0
Overall	100	100.00%★	112	100.00%★	116	100.00%★	328

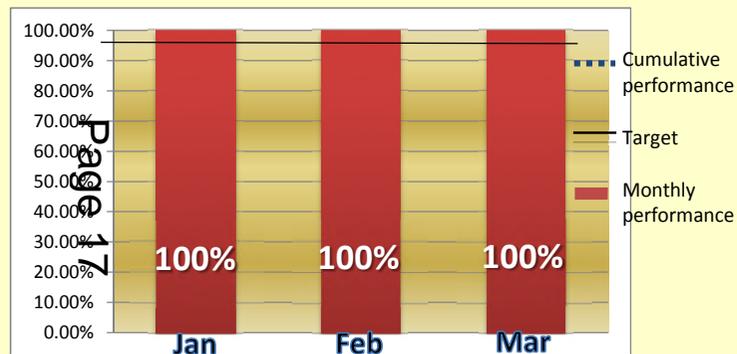
Training Q4 2015/16



SAR number received (response rate) by Directorate Q4 - 2015/16

SARs Directorate	January		February		March		Total
	Total	%	Total	%	Total	%	
Corporate	30	100.00%★	28	98.00%★	18	100.00%★	76
People	7	100.00%★	9	100.00%★	7	100.00%★	23
Place	14	100.00%★	13	100.00%★	7	100.00%★	34
WMPF	1	100.00%★	0	100.00%★	0	100.00%★	1
WM Transport	0		0		0		0
Overall	52	100.00%★	50	99.50%★	32	100.00%★	134

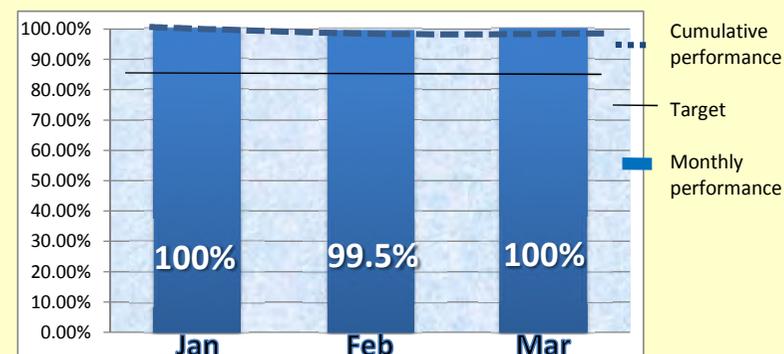
Freedom of Information (FOI) Response Rates Q4 2015/16



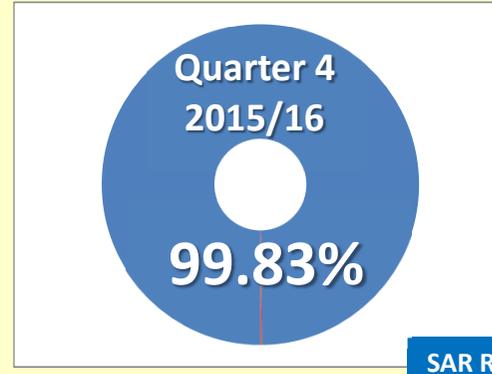
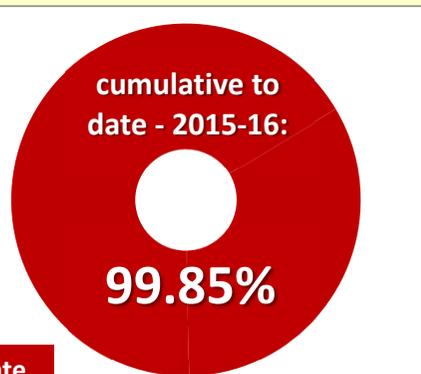
Information Incidents Q4 2015/16



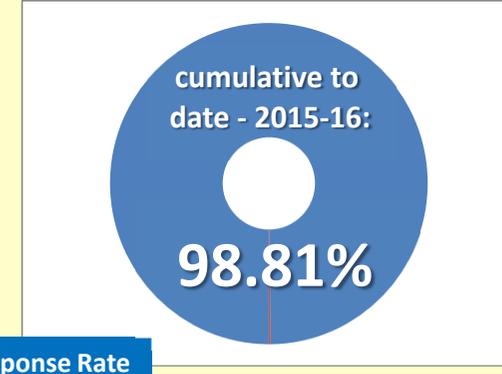
Subject Access Request (SAR) Response Rates Q4 2015/16



FOI Response Rate



SAR Response Rate

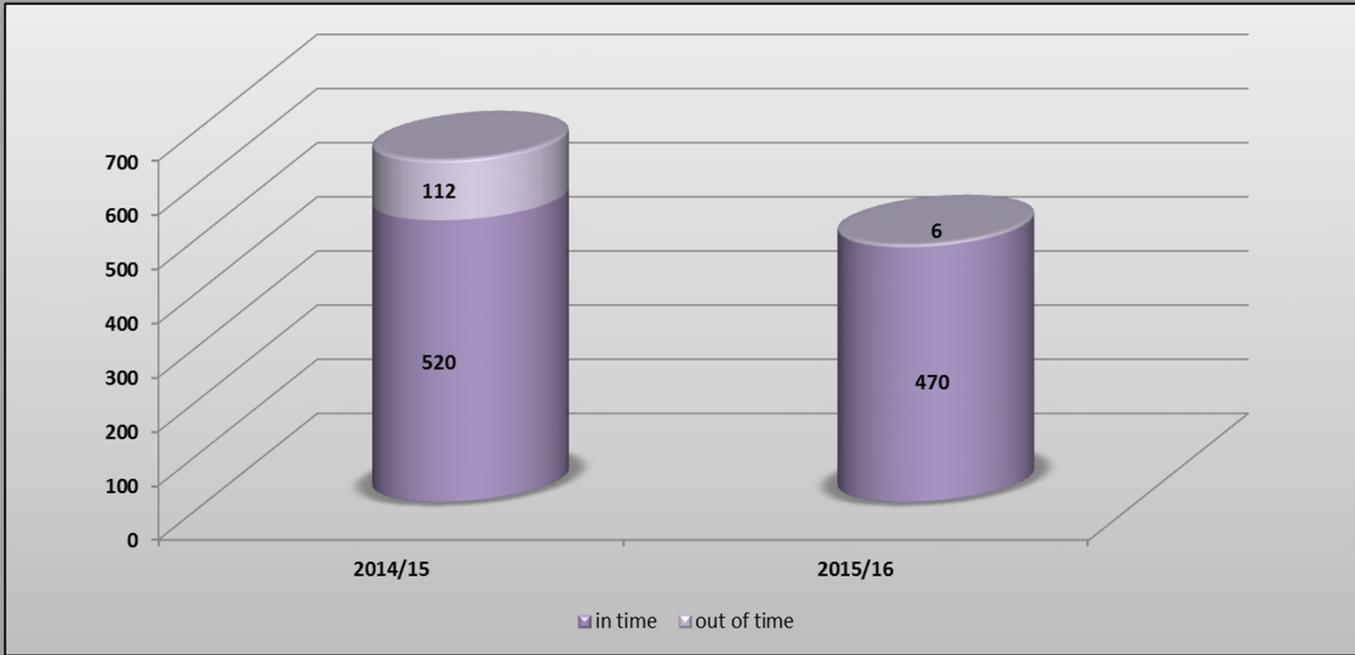


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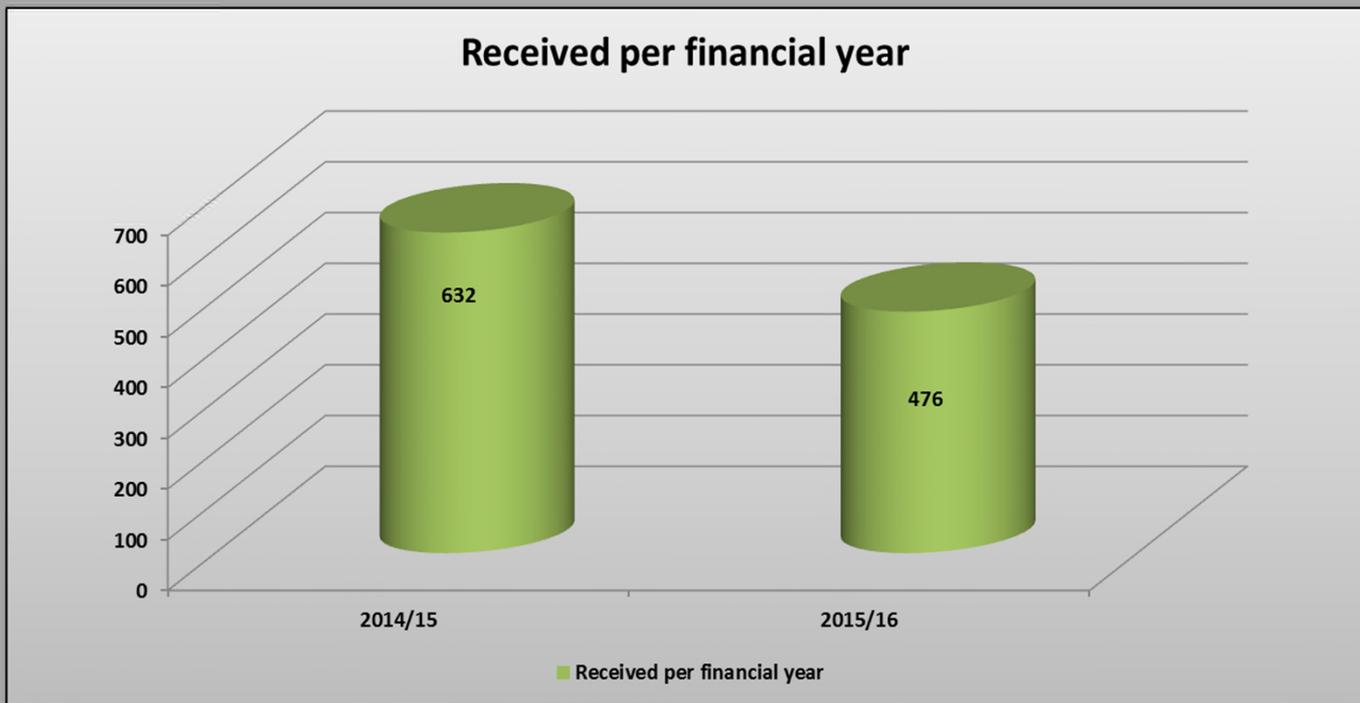
Information Governance

City of Wolverhampton Council SAR Performance - 2014 - 2016

Subject Access Requests 2014/15 - 2015/2016



Received per financial year

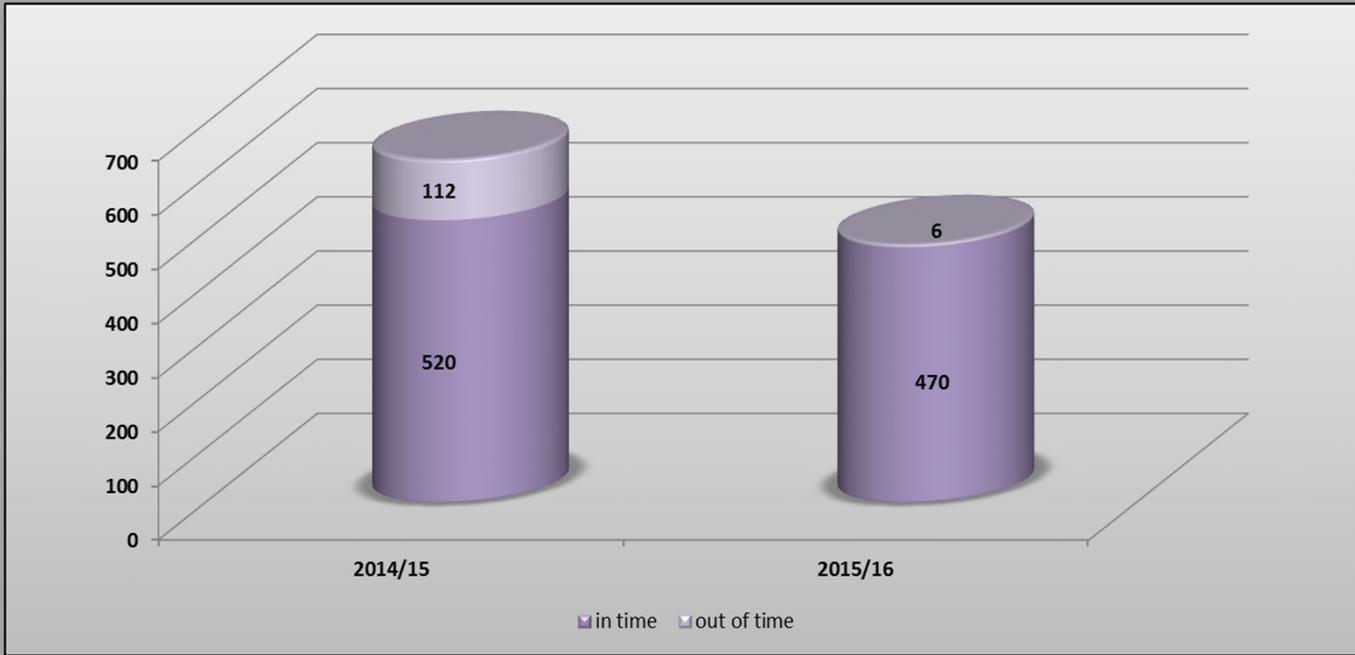


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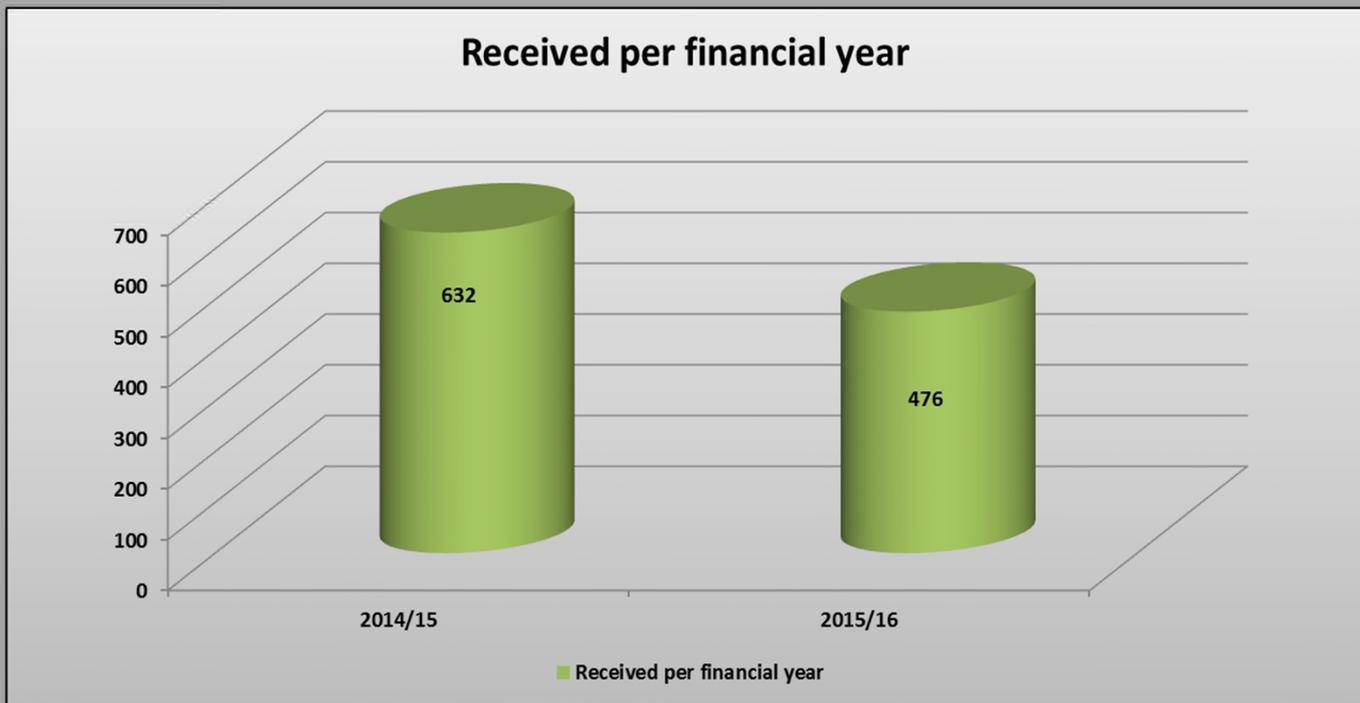
Information Governance

City of Wolverhampton Council SAR Performance - 2014 - 2016

Subject Access Requests 2014/15 - 2015/2016



Received per financial year



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Scrutiny Board

14 June 2016

Report title	Update on the West Midlands Combined Authority (WMCA)	
Cabinet member with lead responsibility	Councillor Roger Lawrence Leader of the Council	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Corporate Services	
Accountable employee(s)	James Howse	CA Programme Manager
	Tel	01902 55216
	Email	James.Howse@wolverhampton.gov.uk
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

None

Recommendations for noting:

The Scrutiny Board is asked to note:

1. the progress made on the establishment of the West Midlands Combined Authority (WMCA) and the Devolution Deal.

1.0 Purpose

- 1.1 To provide an update on the progress made on the establishment of the West Midlands Combined Authority (WMCA) and the Devolution Deal (DD) to the Scrutiny Board.

2.0 Background

- 2.1 The Seven Metropolitan Councils of the West Midlands conducted a Review of Strategic Governance in 2015 to assess whether the arrangements for economic development, regeneration and transport as they stood should continue or would benefit from improvements. This review highlighted the positive joint working to date that has been in place through informal arrangements, and then considered the options for the future. It considered change against the key statutory tests under the Local Democracy, Economic Development and Construction Act 2009:

- The exercise of statutory functions relating to economic development, regeneration and transport
- The effectiveness and efficiency of transport
- The economic conditions in the area.

- 2.2 The Review concluded that the establishment of a Combined Authority (CA) for the West Midlands was best placed to support business to generate further growth and to create jobs, thus securing an improvement in the region's economic conditions. The Combined Authority would draw together strategic work across transport, economic development, employment and skills, improving outcomes and providing opportunity for the region.

3.0 Governance and Creation of the WMCA

- 3.1 The 2009 Act enables authorities to prepare and publish a Scheme. This is the legal basis for the creation of the new body and contains the membership, powers, functions and voting arrangements. The Scheme was drafted for the establishment of a Combined Authority for the seven metropolitan area in 2015. The Scheme was approved by Council on 23 September 2015 and agreed that the City of Wolverhampton should formally become a Constituent member of the WMCA. The other six Metropolitan Authorities in the Scheme area also endorsed the proposals. The Scheme was submitted to Government on 26 October 2015.

- 3.2 Under the 2009 Act, once the Scheme is submitted, the statutory Order is drafted by Government, based on the Scheme, and a consultation carried out. In response to changing legislation under the Cities and Local Government Devolution Act 2016 with regards to establishing Combined Authorities, whereby if the Constituent Councils carry out a consultation that the Secretary of State deems sufficient no further consultation is required, the seven prospective Constituent Councils carried out the consultation to ensure that a Combined Authority can be established as soon as possible. This consultation built on the engagement in the region from July 2015 and informed the Secretary of State's decision to establish a Combined Authority. The consultation ran from 18 Jan - 8 Feb 2016.

The summary was sent to the Secretary of State and the Department for Communities and Local Government (DCLG) who will consider the responses.

- 3.3 The Constituent Councils were provided with the draft Order on 22 February 2016 to confirm their previous decisions that the Council should formally become a Constituent member of the WMCA, consenting formally to the Order, with any final drafting amendments delegated to the Leader of the Council, in consultation with the Managing Director. This ensured that the Order was laid before Parliament without delay.
- 3.4 Once consent is given to the draft Order the Secretary of State will invite Parliament to approve the Order to establish the Combined Authority, and for the abolition of the West Midlands Integrated Transport Authority, which will be subsumed within the Combined Authority.
- 3.5 The Combined Authority's vesting day will be held on 10 June 2016, at which point it will agree its Constitution governance arrangements. This will enable the Combined Authority to assume democratic responsibility for the functions of the West Midlands Integrated Transport Authority, and its executive Passenger Transport Executive (Centro), as well as accepting transfer of its assets and liabilities.

4.0 Governance Review and Mayoral WMCA 'Powers' Scheme

- 4.1 In November 2015, the seven Constituent Leaders and the three Local Enterprise Partnership (LEP) Chairs signed up to a proposed devolution deal agreement. This deal provided for a Metro Mayor and was subject to separate council approval. The powers proposed to be conferred on the Mayoral WMCA, now that the Cities and Local Government Devolution Act has been passed and the devolution agreement signed, will improve the ability of the WMCA to exercise its statutory functions. The proposed devolution deal is dependent on a separate approval by each Constituent authority. The current governance timeline is detailed below:

May 2016	The Constituent Councils are presented with: <ol style="list-style-type: none"> 1. Mayoral (elections) Order, to create the position of a Mayor and allow for the election of a Mayor <i>only</i> 2. The Mayoral Combined Authority 'functions' Scheme, for approval to consult on the proposals in the Scheme
June 2016	The Combined Authority is presented with: <ol style="list-style-type: none"> 1. Mayoral (elections) Order, to create the position of a Mayor and allow for election of a Mayor <i>only</i> 2. The Mayoral Combined Authority 'functions' Scheme, for approval to consult on the proposals in the Scheme <p>The Mayoral (elections) Order is laid in Parliament in June 2016. The Mayoral Combined Authority, 'functions' Scheme will be published and consulted on. (The indicative date for the consultation is that it will begin following the EU referendum, on Monday 27 June 2016.)</p>
July - Aug 2016	Consultation on the Scheme proposals (27 June - 22 Aug 2016)

Sept 2016	The consultation responses are collated and submitted to the Secretary of State and DCLG.
Sept - Oct 2016	<ol style="list-style-type: none"> 1. Mayoral Combined Authority 'functions' Order is drafted based on the Mayoral Combined Authority 'functions' Scheme 2. The Mayoral Combined Authority 'functions' Order is presented to Constituent Councils for consent to lay the Mayoral Combined Authority 'functions' Order in Parliament.
Nov 2016	The Mayoral (elections) Order is in place at least six months before the election of an Mayor
Nov 2016 - Feb 2017	Any further Orders required (Buses Bill etc.) are required to be in place by February 2017 to allow sufficient time for Mayoral candidates to be fully aware of the powers of the elected Mayor and to prepare a Manifesto
May 2017	First Mayoral election

5.0 Devolution Implementation

5.1 A Devolution Agreement Implementation Plan was developed in December which provides details on several key devolution areas (super clarification, governance & creation, finance & funding, skills, employment, supporting & attracting business & innovation, public service reform, more & better homes, transport, HS2 Growth Strategy and delivery, monitoring & evaluation). Further work was undertaken between the CA and the Cities and Local Growth team in January and February to develop a Devolution Agreement Summary Implementation Plan (DASIP) which will be used to secure agreement and approval with HMT in implementing and monitoring the Deal. The DASIP requires agreement with the cross-Whitehall Decentralisation Implementation Group prior to any payment of money to the Combined Authority. Work is underway to develop proposals for a second devolution deal with government over summer 2016.

6.0 Senior Management and Governance Arrangements

6.1 When legally created, the WMCA needs three statutory potholders in place - Head of Paid Services (Chief Executive), S151 Officer and Monitoring Officer. They have specific roles to advise the WMCA on policy, legal and financial matters. The following appointments have been made:

- WMCA Head of Paid Services - Martin Reeves from Coventry City Council
- Chief Operating Officer - Jan Britton from Sandwell Metropolitan Borough Council
- WMCA S151 Officer - James Aspinall from Centro
- WMCA Monitoring Officer (and Clerk to the CA Board) - Keith Ireland from the City of Wolverhampton Council

7.0 Key WMCA Boards

7.1 The **Officer Management Board** is responsible for ensuring the day-to-day operational activities of the WMCA and the policy framework are delivered. It also ensures that performance and delivery are effective, monitored and reported to the relevant forums before consideration by the Combined Authority Board.

The Board will prepare an Investment Strategy, ensure instructions by the Combined Authority or Chair or Vice Chair are dealt with appropriately and undertake all necessary work to ensure the WMCA has delivery models appropriate to meet the policy objectives of the WMCA.

- 7.2 The CA **Programme Board** comprises of the Chief Executives of all members. It supports the WMCA Board do its business and manage agendas. It co-ordinates, oversees and monitors all WMCA Boards and programmes, oversees budgets, risk register and allocates resources.
- 7.3 The WMCA **Shadow Board** has overall responsibility for developing and delivering the Strategic Economic Plan (SEP) (inc. Public Sector Reform (PSR) and £8bn programme), for future devolution deal development; investment decisions and allocating resources. They have a role in formulating a long-term vision for the WM Public Transport System.
- 7.4 Formal governance for key work streams (including SEP, PSR, Finance, HS2 Growth, Transport 3 commissions etc) is in the process of being developed.

8.0 Assurance Framework

- 8.1 An Assurance Framework is a set of systems, processes and protocols designed to provide an evidence-based and independent assessment of the governance, risk management, and control processes of an organisation. The Assurance Framework enables organisations to monitor, measure and scrutinise how well objectives are being met and risks managed. An Assurance Framework was developed in May 2016 which will help WMCA to allocate public resources in accordance with the law and proper standards, and in an efficient and effective way that delivers both desired outcomes and value for money. The WMCA Assurance Framework applies to all WMCA funding (i.e. not just the funding agreed through the West Midlands Devolution Agreement). The WMCA Assurance Framework has been designed to align with the Single Pot Assurance Framework Guidance developed by the DCLG and the Cities and Local Growth Unit. It is also designed to align with existing Assurance Frameworks and additional guidance used by the West Midlands' LEPs, although there remains a clear distinction between the LEP Assurance Frameworks and the WMCA Assurance Framework.

9.0 Financial implications

- 9.1 The agreed Combined Authority establishment budget for 2015/16 was £2.1 million, each of the participating local authorities contributing £300,000. The actual expenditure incurred totalled £1.5 million in 2015/16, with the remaining budget committed to be spent early in 2016/17. Wolverhampton Council has now set aside a further budget of £500,000 to meet an anticipated levy from the Combined Authority in 2016/17. It is understood that the other participating local authorities have made corresponding arrangements.

[GE/24052016/P]

10.0 Legal implications

- 10.1 The Local Democracy, Economic Development and Construction Act 2009 (as amended) allows two or more local authorities to form a combined authority which is a separate public body and which may exercise certain functions of the member authorities.
- 10.2 The decision to create a CA rests with the Secretary of State. The Secretary of State may only make an order creating the new Combined Authority if he is satisfied that:
- to do so is likely to improve the exercise of statutory functions in the area or areas to which the order relates
 - the constituent councils consent
 - public consultation has been undertaken
- 10.3 In making the Order the Secretary of State must have regard to the Scheme that has been prepared and published.
[Legal Code: TS/23052016/C]

11.0 Equalities implications

- 11.1 An initial equality screen has been conducted. There is no indication that the formation of a Combined Authority will have negative implications for protected groups. Going forward, work carried out by the proposed Combined Authority will be subject to Equality Analyses as required, to ensure they are complying with the Public Sector Equality Duty. The CA are working closely with the West Midlands Local Authority Equality Network to ensure equalities is embedded across the CA.

12.0 Environmental implications

- 12.1 None.

13.0 Human resources implications

- 13.1 The Integrated Transport Authority (ITA) and Passenger Transport Executive (PTE) will be dissolved and taken into the Combined Authority. This will involve the TUPE of ITA and PTE employees. Plans are in place to do this.

14.0 Corporate landlord implications

- 14.1 None.

15.0 Schedule of background papers

Governance Review and Establishment Scheme - October 2015
Mayoral Scheme - May 2016
Consultation summary - February 2016
Draft Assurance Framework - May 2016
Devolution Agreement - November 2015

Scrutiny Board

14 June 2016

Report title	Annual Scrutiny Report	
Cabinet member with lead responsibility	Cllr Milkinderpal Jaspal Governance and Performance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Director of Governance	
Originating service	Democracy	
Accountable employee(s)	Deb Breedon Tel Email	Scrutiny Officer 01902 1250 Deborah.breedon@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 the draft Scrutiny Annual Report 2015-2016 and make any necessary amendments.
2. Authorise the Chair and Vice-chair of Scrutiny Board to make any further changes to the annual report.
3. Refer the Scrutiny Annual Report to full Council for its consideration.

1.0 Purpose

- 1.1 The annual report highlights the key achievements of the scrutiny function for the 2015-16 municipal year. The report provides an overarching view of the progress and outcomes from the Scrutiny Board, panels and the reviews process.

2.0 Background

- 2.1 Scrutiny is a vital component of good governance, and the work carried out by Councillors through scrutiny this year has been invaluable in influencing policy. This has been through reviewing the effectiveness of partnership working, representing the voice and concerns of the public and providing challenge to the Cabinet. The Board and all the panels undertook thorough scrutiny of the budget savings proposals.

3.0 Progress

- 3.1 Wolverhampton operates a model similar to that used by most unitary councils across England. The Scrutiny Board provides the overall co-ordination of the work programme with the six panels focussing on key areas of corporate priority. This is also supplemented by a series of reviews into key issues.
- 3.2 The Scrutiny Board and six panels have been involved in both pre-decision and post decision scrutiny throughout the year. Details of this can be found in the annual report attached as appendix A.
- 3.3 Scrutiny at Wolverhampton can also be divided into three broad categories: pre-decision scrutiny, post-decision scrutiny and call-ins.
- **Pre decision scrutiny** selectively examines the Council's draft proposals, objectives and programmes in order to help inform their development before they are enacted. In this way scrutiny can be used as a sounding board to ensure that all relevant options have been looked at and appropriate consultation undertaken. It is also a means of building a broader understanding and consensus as to why the proposal is being formulated in the way it is.
 - **Post decision scrutiny** selectively examines the implementation of Council policy and performance in terms of service delivery. It enables the Council to review the effectiveness of its decision making, helping it to recognise any unforeseen consequences and assisting it in revising its policy and practice accordingly.
 - **'Call in'** is a statutory right for Councillors to call in a decision of Cabinet or an individual Cabinet Member or Cabinet Members after it has been made but before it has been implemented.

4.0 Financial implications

- 4.1 There are no financial implications associated with the recommendations here as Councillors are being requested to review the annual scrutiny report and refer it to Council for consideration. Any financial implications associated with scrutiny processes through the year will have been incorporated in reports taken to the Scrutiny Board and panels.
[GE/26052016/J]

5.0 Legal implications

- 5.1 This report and appendix A is a précis of the scrutiny which has taken place during 2015/6. For legal implications please refer to the reports taken to Scrutiny Board and panels during the year.
- 5.2 There are no legal implications arising from the recommendations in this report.
[TS/26052016/L]

6.0 Equalities implications

- 6.1 No equality analysis has been undertaken during the drafting of the report.
- 6.2 In scrutinising issues, the members of the Board, panel or group are required to consider the need to eliminate discrimination, advance equality of opportunity and foster good relations between different groups of people in order to meet the requirements of the Equality Act 2010.
- 6.3 This report and appendix A is a précis of the scrutiny which has taken place during 2015/16. For equalities implications please refer to the reports taken to Scrutiny Board and panels during the year.

7.0 Environmental implications

- 7.1 This report and appendix A is a précis of the scrutiny which has taken place during 2015/16. For environmental implications please refer to the reports taken to Scrutiny Board and panels during the year.
- 7.2 There are no environmental implications arising from the recommendations in this report.

8.0 Human resources implications

- 8.1 This report and appendix A is a précis of the scrutiny which has taken place during 2015/16. For human resource implications please refer to the reports taken to Scrutiny Board and panels during the year.
- 8.2 There are no human resources implications arising from the recommendations in this report.

9.0 Corporate landlord implications

- 9.1 This report and appendix A is a précis of the scrutiny which has taken place during 2015/16. For corporate landlord implications please refer to the reports taken to Scrutiny Board and panels during the year.
- 9.2 There are no corporate landlord implications arising from the recommendations in this report.

10.0 Schedule of background papers

Scrutiny Board work programme reports

- 30 June 2015
- 21 July 2015
- 8 September 2015
- 3 November 2015
- 15 December 2015
- 19 January 2016
- 1 March 2016
- 26 April 2016

Draft annual report

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Introduction

“Scrutiny in its widest sense is an essential component of Cabinet government It is important that councillors test proposals by reference to their broad experience and their knowledge of the Borough and their own constituents. There should be nothing threatening about this; good officers should welcome challenge as a central part of local democracy.”

Communities and Local Government Select Committee Report: November 2014

Scrutiny in the spotlight

In 2013 the Francis report, written after the public inquiry into the failings at the Mid Staffordshire Trust, included criticisms of local scrutiny arrangements. It stressed the clear responsibility to scrutinise the provider trusts in its local area and the responsibility of elected members to identify and act on matters of concern. Last year the Louise Casey report into Child Sexual Exploitation (CSE) in Rotherham highlighted shortfalls in scrutiny as one element of the wider failings of the authority.

Scrutiny is more importance than ever, this year the panels have been aligned to the new corporate structure, enabling focus on corporate priorities and on key issues of public concern. We recognised that it was important to focus on, and prioritise, what we look at in the work programme within available resources and taking capacity of employees and scrutiny councillors into account. To do this we reduced the number of meetings per annum and focused on one or two main items per meeting. Scrutinising issues in more depth enabled colleagues and partner organisations to fully engage within the process.

Scrutiny in Wolverhampton is open and transparent; meetings are open to the public and we invite specialist evidence from business, partner organisations and academia to look at issues in depth. Scrutiny provides challenge, can shape policy through pre-decision scrutiny and can influence services to adopt best practice but has no specific decision making powers. Scrutiny can think outside the box exploring a range of options using tools such as site visits, external witness evidence and best practice elsewhere. Scrutiny can challenge and hold to account partners and decision makers.

This report summarises the type of scrutiny the service specific panels and cross cutting scrutiny reviews and inquiries on high profile issues that impact on local people such as CSE, volunteering, child obesity and the importance of registering to vote and/or voting in elections.

Thanks to the Chairs of the 2015-16 reviews, the Chairs, Vice Chair and members of our thematic Panels many of the items considered have made a difference to the corporate priorities and to the public. The whole City approach has resulted in a really productive year, everyone contributed. We are looking forward to next year's challenges and work programme planning.

Review of the Year

Scrutiny Function

The Council appoints a Scrutiny Board and Scrutiny Panels to discharge the functions conferred by section 21 of the Local Government Act 2000 and subsequent legislation.

Scrutiny of public services in Wolverhampton creates a culture where transparency, involvement and accountability are welcomed and where challenge is seen as essential and a positive part of improving outcomes.

Scrutiny focused on issues that impact the public and on delivery of the corporate plan set out below. Working with Council services, partner organisations and the Executive, Scrutiny seeks to challenge, shape and develop proposals through effective and timely scrutiny of issues.

Our Corporate Plan

Working as one to serve our city

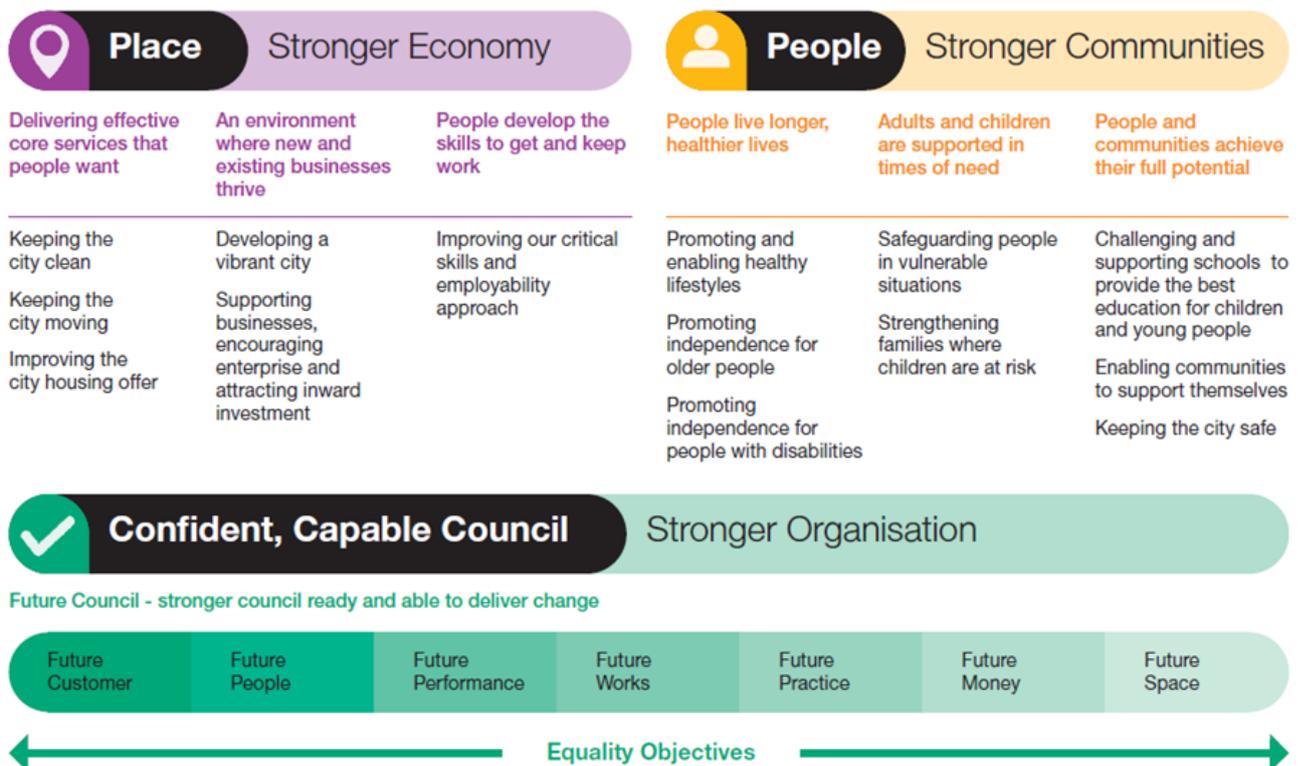


Figure 1 Corporate Plan

Annual Work Programme

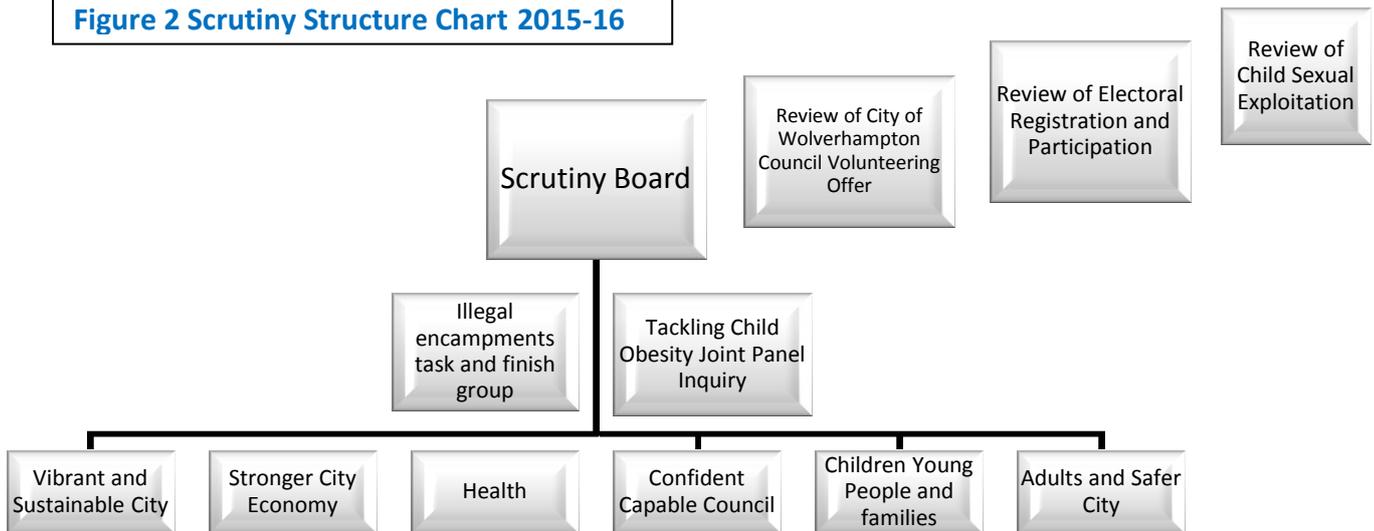
The annual scrutiny work programme planning is initiated by a web based survey and annual scrutiny stakeholder meeting. Scrutiny is a councillor-led function, and key to its success involves consulting with the public, partners, councillors and employees, to ask what issues they would like scrutiny to consider.

The Scrutiny Board and six thematic scrutiny panels formed the base for the scrutiny function. In addition, three in-depth reviews were highlighted as issues of public concern

and for policy development and two Inquiry sessions were added to the work programme.

Inquiry sessions or task and finish groups can be initiated by Scrutiny Board or the Scrutiny Panels. An Inquiry is a “lighter touch” investigation focusing on a specific issue within a broad topic area, this may be a cross cutting issues and is undertaken in one in depth session. A Task and Finish Group explores a specific piece of work carried out to clarify issues identified by a panel.

Figure 2 Scrutiny Structure Chart 2015-16



For the 2015-16 scrutiny year there were 67 (total number) meetings, broken down by: Board met eight times

- Health 7 times
- All other panel and review groups met 6 times
- Inquiry groups met once

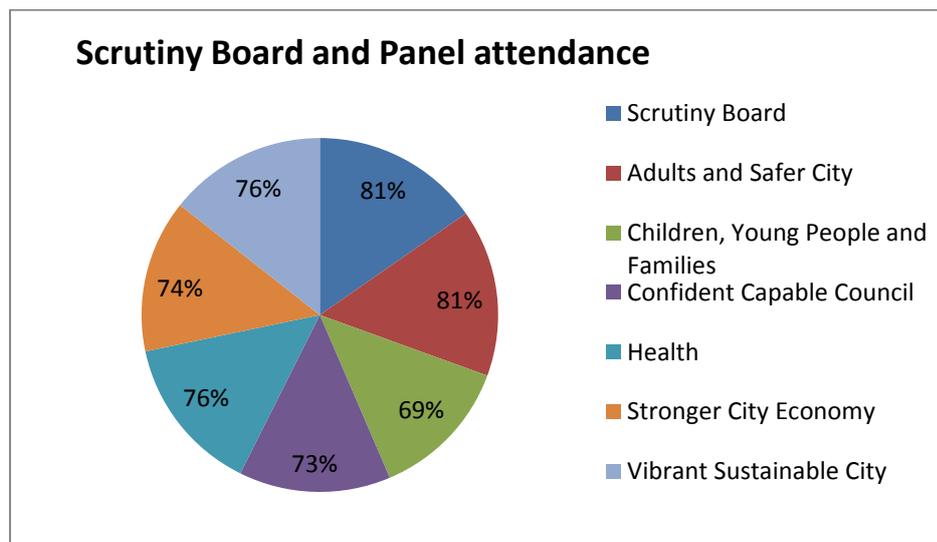


Figure 3 councillor attendances at meetings

More about our Scrutiny year

Good scrutiny oils the cogs of local decision making and accountability.

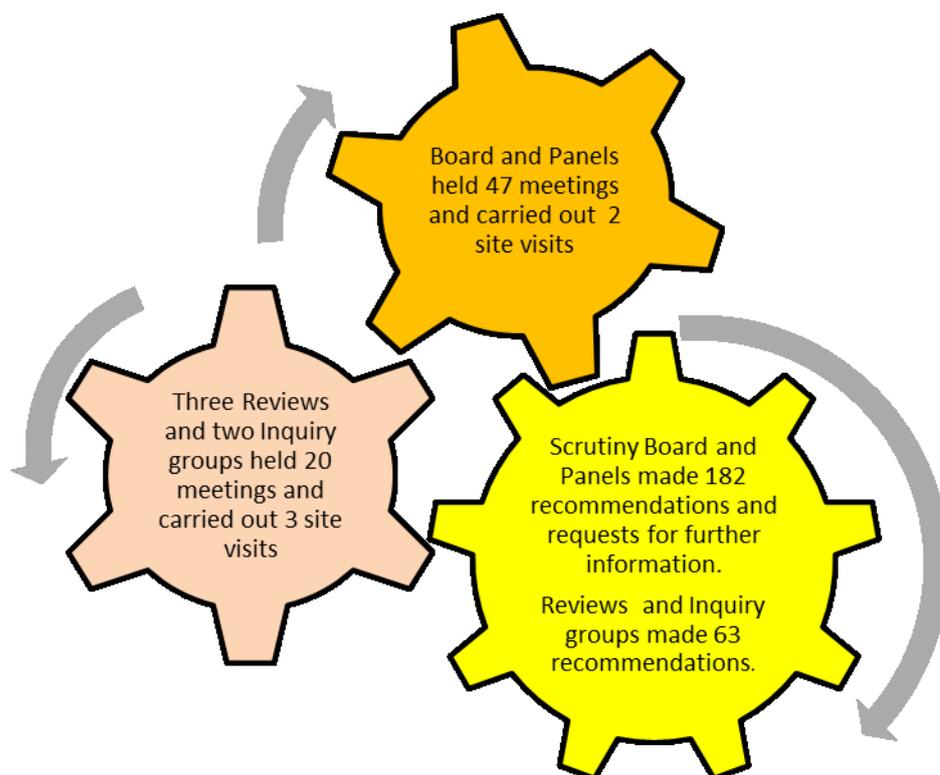


Figure 4 Scrutiny Activity 2015-16

Scrutiny Board

Cllr Stephen Simkins
Cllr Barry Findlay
Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Crag Collingswood
Cllr Dr Michael Hardacre
Cllr Lorna McGregor
Cllr Peter O'Neill
Cllr Arun Photay
Cllr Rita Potter
Cllr Jacqueline Sweetman

Scrutiny Board Chair



Scrutiny Board Vice-Chair



Find out more about our work here:

<http://wolverhampton.moderngov.co.uk/ieListMeetings.aspx?CId>

Remit

The co-ordination of the work of the Scrutiny Panels, Scrutiny Review Groups, Member Champions and Scrutiny Inquiries. Scrutiny of the work of the Cabinet. To consider any call-ins received under the Council's call-in procedures.

Activities and Outcomes

The Scrutiny Board contributes to, help develop, and influence a range of cross-cutting issues. One such example where the contribution of Scrutiny Board tangibly informed decision-making relates to the draft budget. Following the scrutiny of the draft budget by Councillors on the Board, several recommendations were made about the below, acknowledged by Cabinet, and subsequently acted on:

- The proposal to cease annual bedding outside the City Centre.
- The development proposals for city sites such as West Park.
- A review of stray dog procedures.

Chair and Vice-Chair Group

The Scrutiny Board chair established regular meetings for the Chairs and Vice-Chairs of Scrutiny to review and develop the scrutiny function, processes and support mechanisms.

The groups identified that the quality and transparency of reports and discussions at scrutiny meetings have acted as a catalyst for change and improvement in policy, services and the way the Council carries out business. Scrutiny reviewed each report to assess value for money and equity of services provided, and to ensure services are working to support successful delivery of the current and future corporate priorities. Scrutiny helped decision makers shape proposals through pre-decision scrutiny; it highlighted good practice, held decisions makers to account and monitored implementation through the overview and scrutiny process.

Scrutiny Inquiry to tackle Childhood Obesity



The Health and Children Young People and Families Scrutiny panels jointly considered a motion relating to the 'Daily Mile' initiative. The Inquiry group reported its findings and draft recommendations to Scrutiny Board. Scrutiny Board endorsed the five recommendations to Cabinet to develop and strengthen mechanisms to tackle childhood obesity working with schools, parents and partners.

The report identified that a lot of good work is happening across the City in relation to food nutrition and activities to tackle childhood obesity. The Beat the Street initiative being highlighted as a particular success to raise walking activity for all the family.

The report highlighted the importance of communicating information about activities and the range of support and services available to School Governors and Leadership teams.

It highlighted the need to have discussions about the feasibility of increasing physical activity knowledge and skills in teaching degrees, the need to investigate developing cooking skills and to review take up of school meals and the nutritional value of food provided from home in packed lunches and snacks.

Managing Unauthorised Gypsy and Traveller Encampments

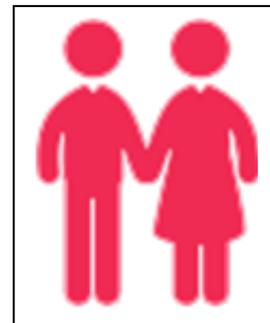
Scrutiny Board established a task and finish group to consider the issue of unauthorised Gypsy and Traveller encampments. Working closely with West Midlands Police the outcomes of the task and finish group helped to develop and shape a Joint Protocol to manage unauthorised encampments. The protocol had been considered by the wider Black Country working group alongside regulatory services officers from Walsall, Dudley and Sandwell to consider issues that all Local Authorities had in relation to looking for a solution to a Transit Site or a temporary stopping place.



When reviewing the draft protocol the Scrutiny Board made further suggestions to strengthen and develop communication with residents using social media, to recognise the need for the Combined Authority to consider the protocol and give recognition to the successful joint working between police and Local Authorities across the Black Country.

Adults and Safer City Scrutiny Panel

Cllr Paula Brookfield
Cllr Patricia Patten
Cllr Ian Claymore
Cllr Bishan Dass
Cllr Jasbinder Dehar
Cllr Barry Findlay
Cllr Malcolm Gwinnett
Cllr Rupinderjit Kaur
Cllr Linda Leach
Cllr Lynne Moran
Cllr Rita Potter
Cllr Daniel Warren



Find out more about our work here:

<http://wolverhampton.moderngov.co.uk/ieListMeetings.aspx?CIId>

Remit

The scrutiny of:

- Services for older and vulnerable adults
- Local safeguarding arrangements for adults
- Crime and disorder in the city

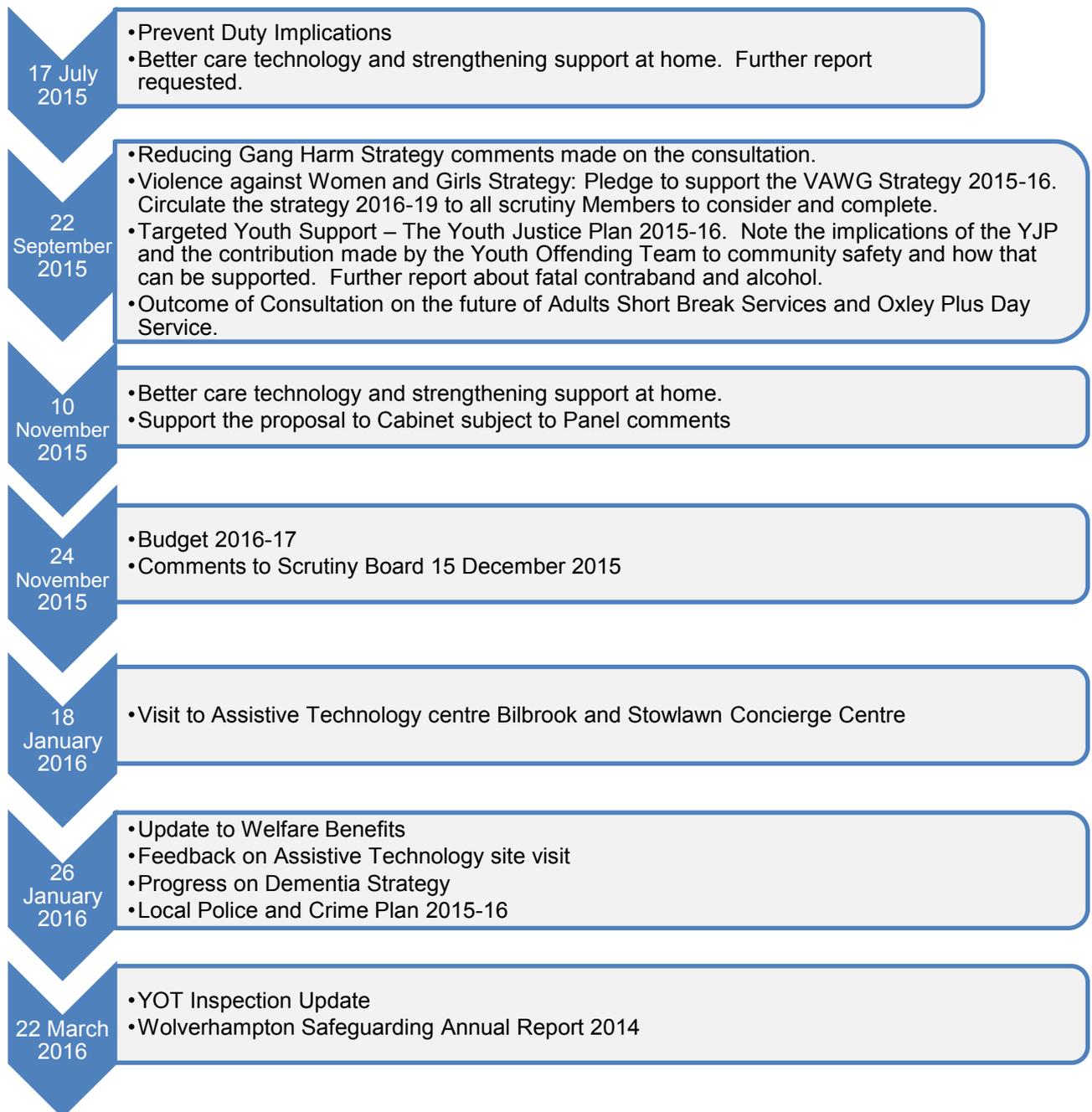
Corporate Priorities

People – Stronger Communities

- People live longer, healthier lives

- Adults and children are supported in times of need
- People and communities achieve their full potential

Activities and outcomes



Bettercare technology and Strengthening Support at Home

The expansion of the Better Care Technology offer across Wolverhampton is an integral part of the city's 'Promoting Independence policy' and the 'Home First Approach' to support people to remain independent within their own home and community. The Panel looked in depth at the consultation process and carried out pre-decision scrutiny. The Panel recognised the need for change to address the pressure on current and future resource due to an increasing older demographic in the City and



the personalisation of services. Scrutiny informed Cabinet and helped to meet the Medium Term Financial Strategy requirements whilst shaping an integral part of the transformation of older people's services, from 'care home to care at home'. The transformation of services which provides increased choice and control for service users and carers. The Scrutiny Panel invited all Councillors to visit the Assistive Technology Centre at

Bilbrook and the Stowlawn Concierge Centre to experience the offer of technology and service available and as a result a similar facility is being considered for Wolverhampton residents. The feedback from the visit gave re-assurance that technology was beneficial to older people and their carers and by raising several new lines of enquiry. The Panel requested an update report to a future meeting to consider :

- capacity to support people in their own homes
- the fire service responder service
- to show the added social value, value for money and potential savings to partner organisations such as the police and health organisations.

Further Scrutiny will be scheduled in the 2016-17 municipal year.

Children Young People and Families Scrutiny Panel

Cllr Peter O'Neill
 Cllr Arun Photay
 Cllr Paula Brookfield
 Cllr Jasbinder Dehar
 Cllr Dr Mike Hardacre
 Cllr Chris Haynes
 Cllr Julie Hodgkiss
 Cllr Rupinderjit Kaur
 Cllr Welcome
 Koussoukama
 Cllr Peter O'Neill
 Cllr Arun Photay
 Cllr Martin Waite



Chair: Cllr Peter O'Neill



Vice-Chair: Cllr Arun Photay



Co-opted Members
 Parent governor representatives
 Leanne Dack
 Portia Tsvangirai
 PopoWeuMambo
 Mrs R Watkins Representing the Roman Catholic Church
 Mr C Randles Representing the Church of England
 Kashmire Hawker Wolverhampton Youth Council



Remit

The scrutiny of:

- Provision of all local authority services for children and young people including education, social care, special needs and play provision.
- Children's safeguarding.
- Child sexual exploitation.

Priorities

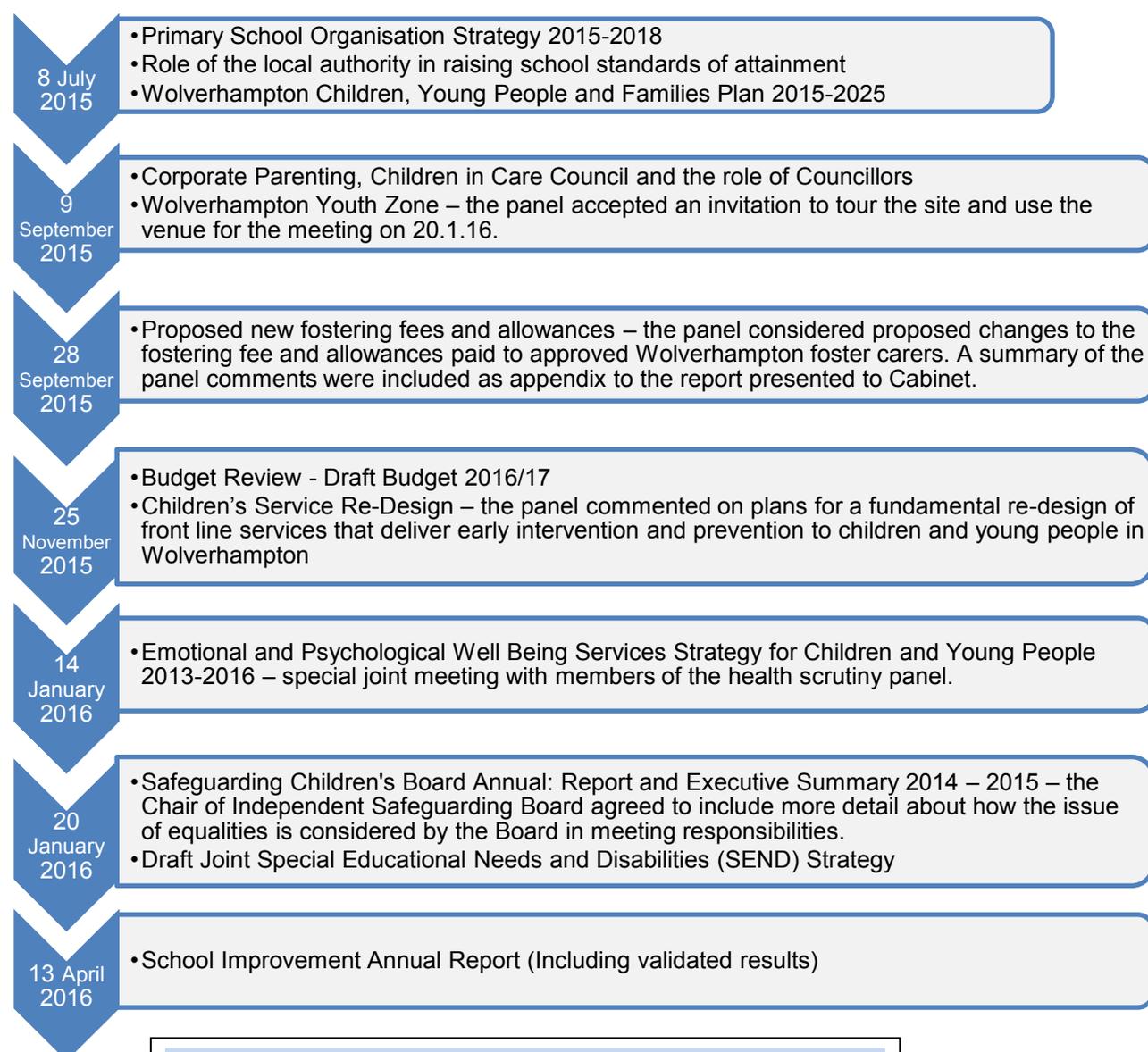
People – Stronger Communities

People live longer, healthier lives

Adults and children are supported in times of need

People and communities achieve their full potential

Activities and outcomes



Find out more about our work here: [here](#)

Proposed new fostering fees and allowances

The panel were asked to comment on a report detailing proposed changes to fostering fees and allowances. The panel were concerned about the monthly inventory check on the clothing stock of the foster child(ren) . The panel commented that it would not be



appropriate or sensitive to the needs of the young person concerned to have this done. Service Director accepted that the specific paragraph gives a misleading view of what happens in reality and agreed to make changes to the paragraph before the report was submitted to Cabinet, in response to the concerns expressed. The panel commented on the potential for Wolverhampton to become a leading authority if the proposed scheme is successful and the potential to deliver on behalf of other local authorities by acting as a fostering agency should be explored.

Confident Capable Council Scrutiny Panel

Cllr Harbans Singh Bagri
Cllr Mary Bateman
Cllr Payal Bedi
Cllr Alan Bolshaw
Cllr Jasbir Jaspal
Cllr Milkinderpal Jaspal
Cllr Lorna McGregor
Cllr Rita Potter
Cllr Caroline Siarkiewicz
Cllr Jacqueline Sweetman
Cllr Wendy Thompson
Cllr Andrew Wynne



Chair: Cllr Rita Potter



Vice-Chair: Cllr Andrew Wynne



Find out more about our work here:

<http://wolverhampton.moderngov.co.uk/ieListMeetings.aspx?CId>

Remit

The scrutiny of organisation and performance of the human, financial, technical and material resources to support the delivery of Council services.

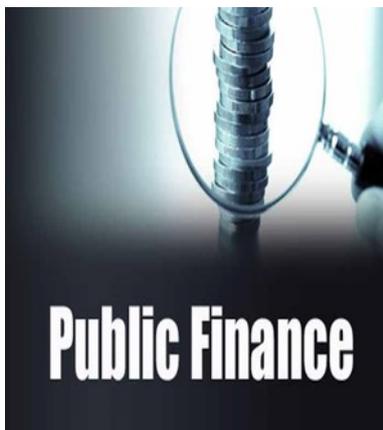
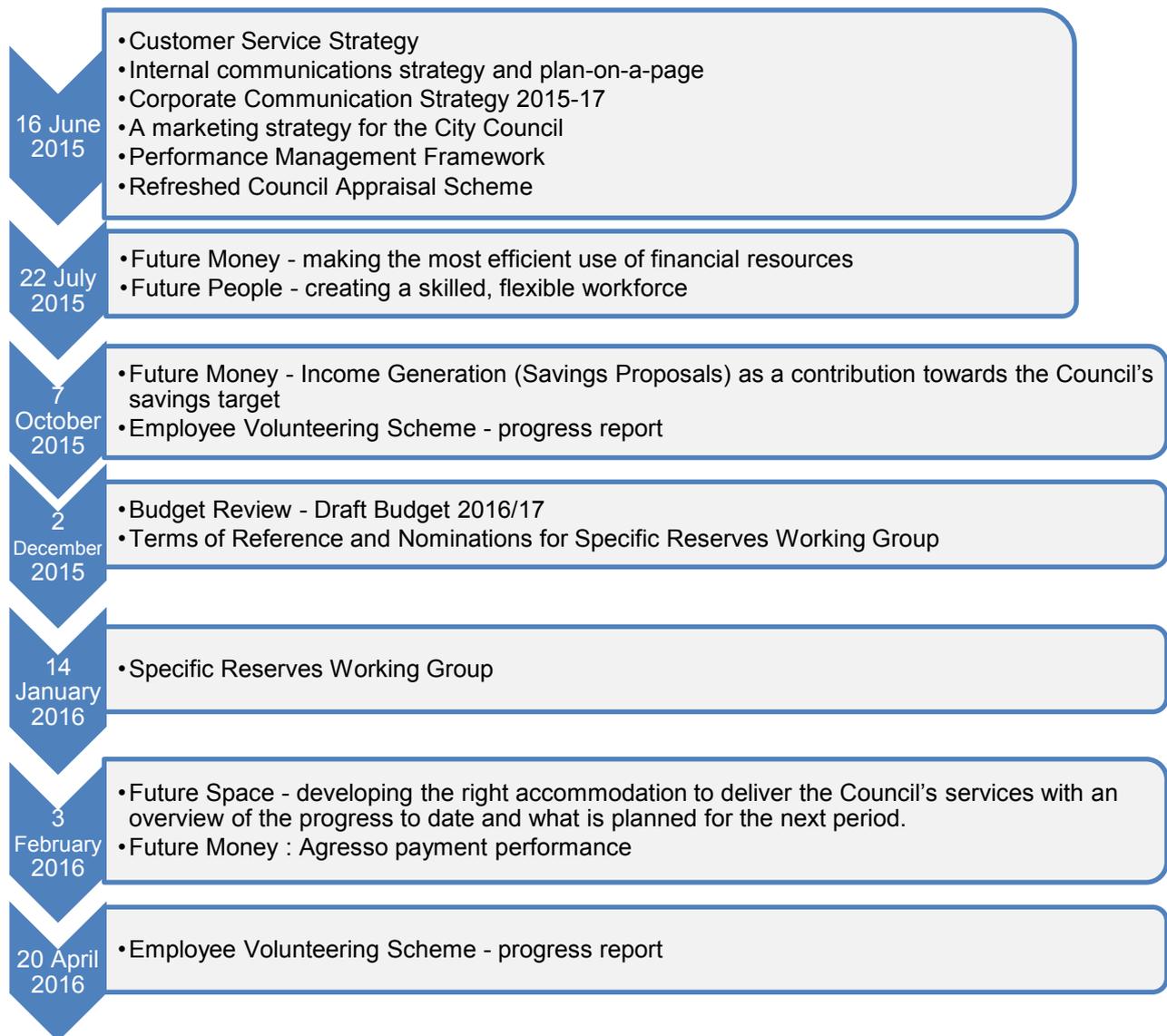
Priorities

Confident Capable Council – Stronger Organisation

Future Council – stronger council ready and able to deliver change

- Future customer
- Future people
- Future performance
- Future works
- Future practice
- Future money
- Future space

Activities and outcomes



The panel agreed at the start of the year that they would consider an issue aligned to the corporate plan, for example future money or future place. This process helped new members of the panel to understand the remit of the panel and to inform areas for question and challenge. The feedback from the service area was very positive as it allowed report authors to talk about wider issues affecting their work and subsequent action addressing them. The panel set up a specific reserves working group to make observations on the

appropriateness of the specific reserves held by the Council. The panel queried the rationale for the amount of reserves held and challenged services to explain in more detail the decision about how funds were being used. The feedback on work of the

panel was very positive and offered a real challenge to services. The Specific Group will reconvene in October 2016 to repeat the exercise and contribute their comments much earlier into the public budget consultation process.

Health Scrutiny Panel

Cllr Harban Singh Bagri
 Cllr Craig Collingswood
 Cllr Mark Evans
 Cllr Val Evans
 Cllr Jasbir Jaspal
 Cllr Milkinderpal Jaspal
 Cllr Peter O'Neill
 Cllr Stephen Simkins
 Cllr Wendy Thompson
 Health Watch



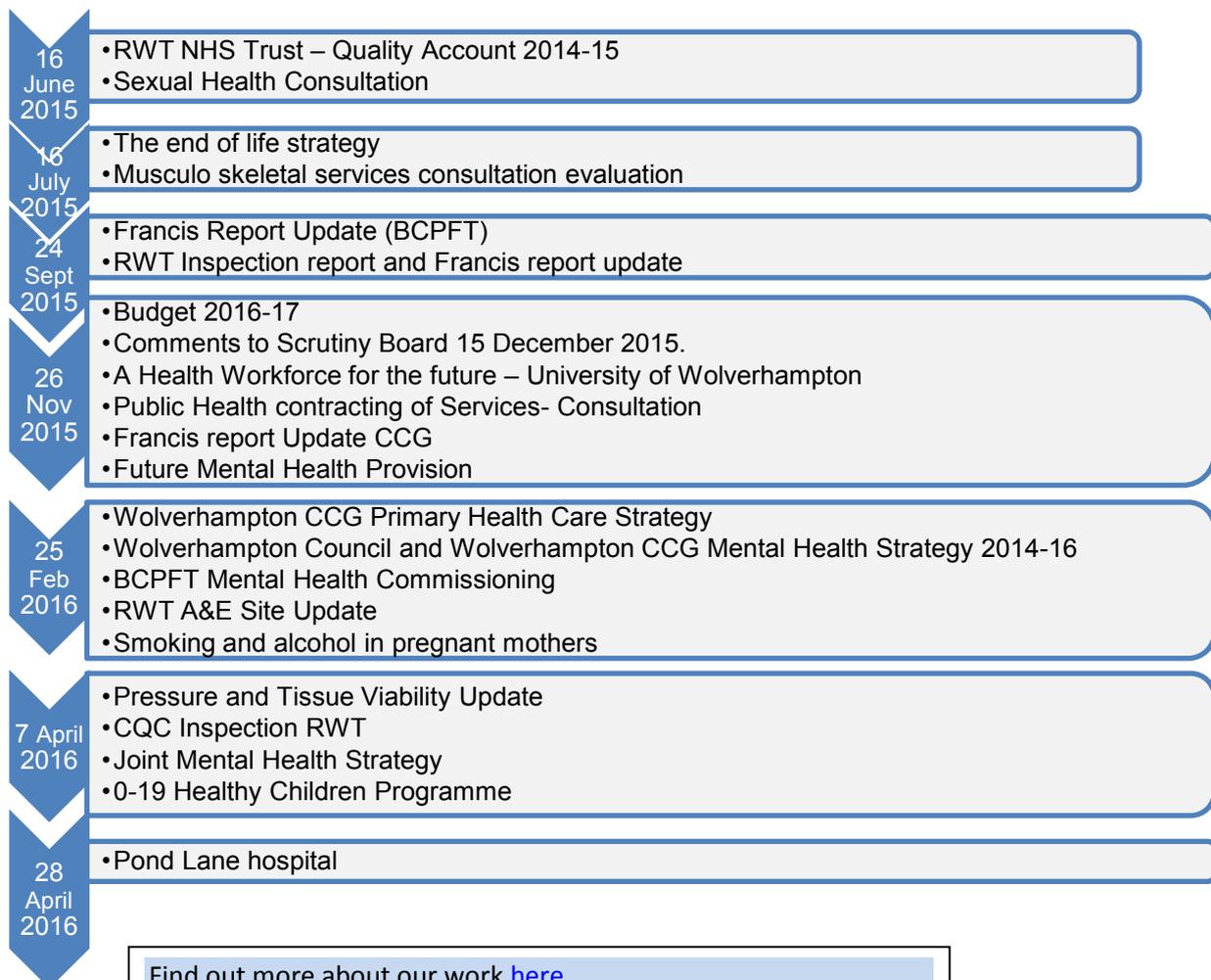
Chair: Milkinder Jaspal



Vice-Chair: Mark Evans

The scrutiny of the health provision in accordance with the Health and Social Care Act 2001 and subsequent relevant legislation and Government guidance.

Activities and outcomes



Priorities

People – Stronger Communities

People live longer, healthier lives

Substantial variations

Role and responsibilities of OSCs considering health services.

Health OSC role enables Councillors to consider issues affecting the health of local people (the overview role) and to call the NHS to account on behalf of local communities (the scrutiny role). The Health and Social Care Act 2012 requires Local Authorities to have social services responsibilities and to have an OSC that can respond to consultations by local NHS bodies on substantial variations or developments of health services and can take up the power of overview and scrutiny of broader health issues.

The ever changing landscape of health services, reducing resources and inspection outcomes highlighted the need for HOSC to prioritise changes that would impact on the availability and delivery of services to the public.

HOSC considered and helped shape the consultation plans on substantial variations and development of health services in the work programme to ensure that the consultation was equal, inclusive and that the views of patients and the public about what could be improved could be gathered on matters such as Sexual health, Musculoskeletal services and provision of services at Pond Lane Hospital.

The HOSC helped shape consultation and received reports about the consultation outcomes and further shaping of health services.

Stronger City Economy Scrutiny Panel

Cllr Harman Banger
Cllr Phil Bateman
Cllr Payal Bedi
Cllr Val Evans
Cllr Welcome
Koussoukama
Cllr John Rowley
Cllr Paul Singh
Cllr Tersaim Singh
Cllr Jacqueline Sweetman
Cllr Martin Waite
Cllr Daniel Warren



Chair: Cllr Jacqueline Sweetman



Vice-Chair: Cllr Jonathan Yardley

Remit

The scrutiny of policies to attract and retain new businesses and employment in the context of sustainable economic and environmental regeneration



Activities and Outcomes

July
2015

- External Funding
- Risk of delays in approval of external funding
- Impact of Comprehensive Spending Review on Skills Funding
- Skills funding and small businesses
- Innovative ways of delivering apprenticeships
- Package to promote inward investment, City investment officer and marketing of Wolverhampton
- Evaluation of City Conferencing Programme

Sept
2015

- Attracting Investment Strengthening the inward investment offer: including ensuring people have right skills and better information about local suppliers
- Making it Happen video: different version developed for visitor economy; inclusion of new logo
- Information available on the internet to assist potential investors from abroad including frequently asked questions and proforma to highlight different requirements.
- Need to help and support growing businesses a key priority for the city
- Discussions to develop Cycle Race as part of Carvers marathon and a Mayoral visit to Wiggle

Oct
2016

- Visitor Economy City Visitor Ticket
- Opening hours of visitor attraction
- List of venues and facilities available within Visitor Economy
- Struggling night-time economy
- Cross marketing
- Event timetable
- Grand Post House/ cluster opportunity and opportunity to create a buzz in proximity of buildings by managing public buildings separately
- Visitor offer and integration with Grand Theatre
- Coaches at Grand Theatre

Dec
2016

- Budget
- How we are supporting other cultural businesses including business plans for future financial sustainability
- Account Managers adding value to business communities
- Skills Commission
- Influencing West Midlands agenda re Skills and Employment
- Job Box
- One City One Campus

Feb
2016

- Business & Enterprise
- Combined Authority: skills, enterprise start-up and delivering economic information.
- Business and Enterprise ties to skills agenda: how businesses are being supported to appoint and how businesses are influencing curriculum
- Update report in six months
- Paper to celebrate successes in the city including effectiveness of programmes
- Keeping Talent in the City: bridging the gap between growing local talent and local businesses; need for local Councillors to get involved and play a more active role.
- Smart City agenda

Feb
2016

- The Custard Factory. Visit to the Custard Factory in Digbeth, Birmingham.

Mar
2016

- Stronger City Economy presentation and Review of the Year 2015/16

Find out more about our work [here](#)



Attracting Investment

The Panel considered the inward investment offer and good practice in Wolverhampton highlighting the i10 office building developed at the Wolverhampton Interchange. i10 has brought a new generation of Landmark office space to the heart of Wolverhampton's City Core. In the heart of the Central Business District and within close proximity to Wolverhampton's key transport hubs and amenities, i10 is well positioned for all business needs.



Scrutiny Panel will keep overview of inward investment in the 2016-17 work programme.

Business and Enterprise - The Custard factory visit

The Scrutiny Panel identified the need to explore best practice in the West Midlands to see how buildings of historical importance have been developed in inner City areas to become a thriving hub for growing small enterprise, businesses and talent.

The visit highlighted that flexibility and technical proficiency plus adaptability of space in buildings is necessary to attract companies. The diversity of enterprise and networking opportunities attracts and builds link to London and the South as a cheaper and exciting location for business growth. The links with Birmingham University were highlighted as essentially to build skills and retain talent in the City.

The panel considered the work on-going with Wolverhampton University and the need to further scrutinise potential buildings in Wolverhampton during 2016-17 work programme. The site visit was fundamental in initiating a new direction for scrutiny to explore other uses for buildings and ways to attract investment and retain skills in Wolverhampton.

The Visitor Economy – the visitor offer

The Grand Theatre is an important attraction in the City, as part of the Panels work the Panel invited Adrian Jackson, Chief Executive of the Grand Theatre to share his vision and the Strategy for the Grand Theatre and to give his perspective of the current visitor offer.

The Panel explored the visitor offer with the Chief Executive and discussed what more the City needed to do to ensure disruption through building and refurbishment did not



impact on the visitor economy. The Chief Executive highlighted that putting more resource into the offer and thinking differently could help synchronicity and improve the City visitor offer. The Panel heard that monthly meetings of representatives of top venues in the City were to consider event timetabling, an improved website would be redesigned to develop a joined up approach for potential visitors looking at Wolverhampton on the internet and that funding

was being allocated to support the visitor economy through a period when the Civic Halls would be closed for refurbishment to keep potential visitors informed and in touch with developments.

The Panel welcomed the approach to developing the Grand Theatre and the City visitor offer and will keep overview of the progress in 2016-17.

- **Vibrant Safe and Sustainable Scrutiny Panel**

Cllr Ian Angus
 Cllr Mary Bateman
 Cllr Phil Bateman
 Cllr Val Evans
 Cllr Bhupinder Gakhal
 Cllr Malcolm Gwinnett
 Cllr Chris Haynes
 Cllr Keith Inston
 Cllr Lynne Moran
 Cllr John Rowley
 Cllr Caroline Siarkiewicz
 Cllr Andrew Wynne



Chair: Cllr Ian Angus



Vice-Chair: Cllr Chris Hayes

Remit

The scrutiny of:

- Vibrant sustainable communities where people feel proud to live
- Keeping neighbourhoods, city infrastructure and the environment clean
- Improving city housing
- Cultural and leisure services

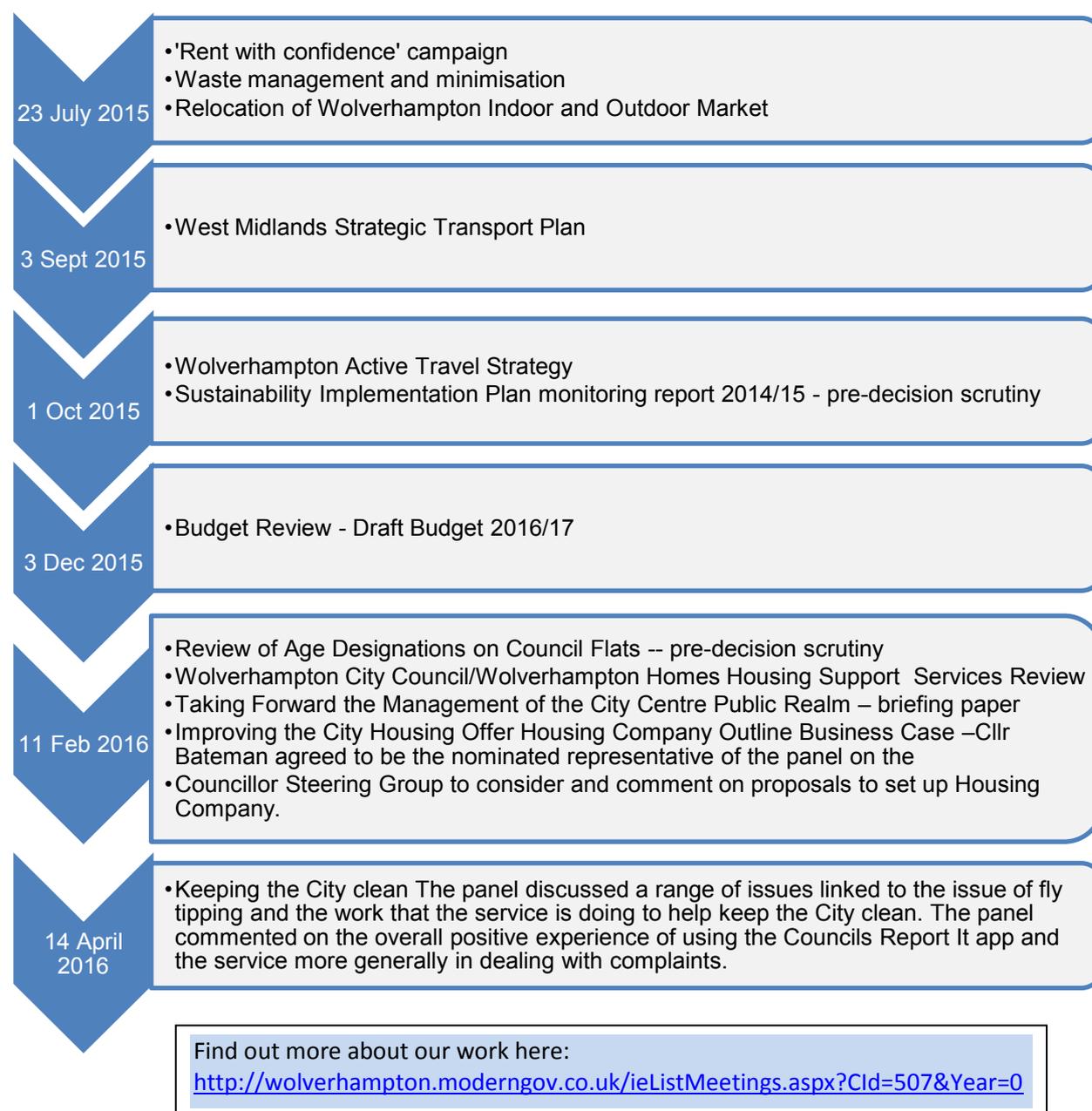
Priorities

Place – Stronger City

Delivering effective core services that people want

- Delivering effective core services
- Keeping the City clean
- Keeping the city moving
- Improving the city housing offer

Activities and Outcomes



Review of Age Designations on Council Flats

The panel considered a report detailing proposed changes to age designations for allocating Council flats. The Section Leader explained that the majority of blocks where it is recommended that age designations are removed are currently restricted to people aged 30 or over.

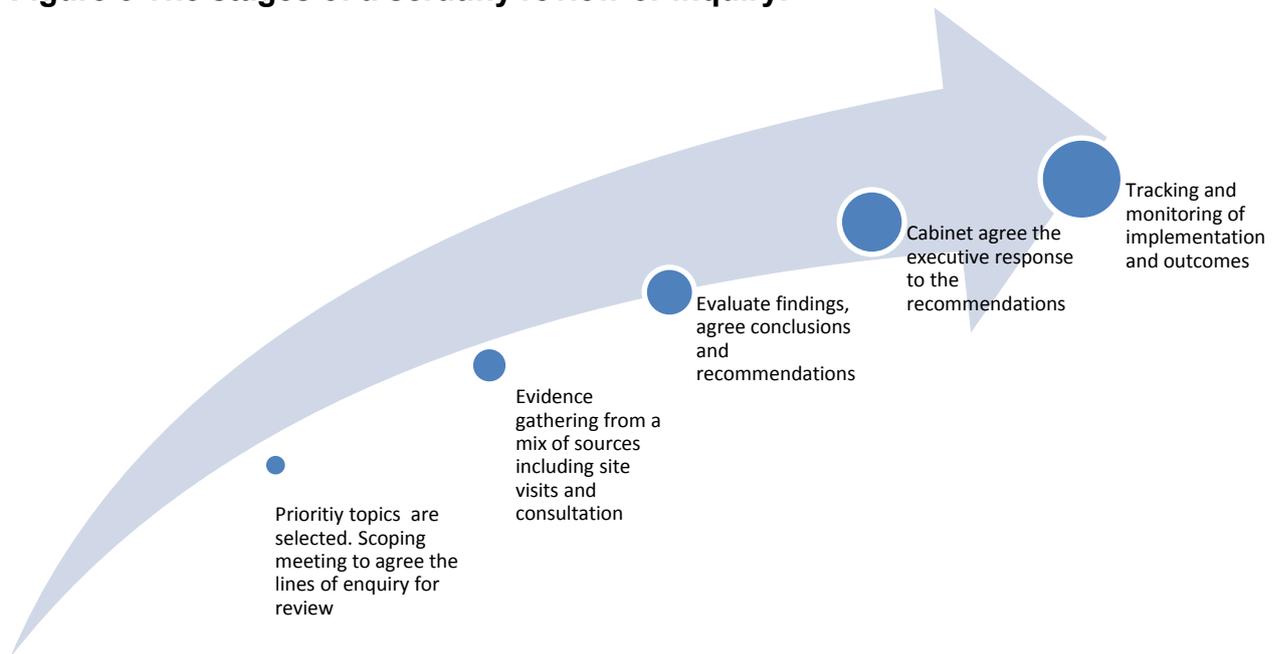
The report was considered for pre-decision scrutiny. The panel made a number of comments about the plan and expressed concerns that changes might cause concern to residents.

The panel asked detailed questions about the evidence supporting the change and the how the views of the public were considered. The report author agreed to produce a communication plan to explain to residents the proposals as the information was in the public domain. The panel wanted to allay any unnecessary fears of the public about the plan before it was considered by Cabinet a few weeks later.

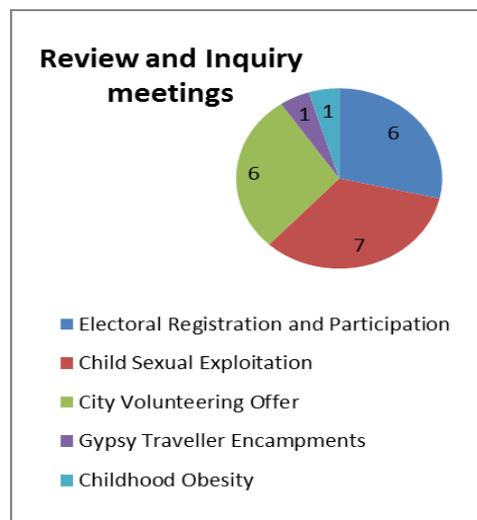
Scrutiny Reviews and Inquiries

The review process is set out below, some review groups carried out site visits during evidence gathering to meet with service providers, service users and partner organisations.

Figure 5 The stages of a scrutiny review or Inquiry:



Scrutiny reviews are intense pieces of work over a four month period that take account of background research, the current service provided, planned improvements, best practice, expert witness evidence, public and service providers submissions and any other evidence that will assist the review group in their consideration of the review topic.



The wealth of findings and conclusions drawn from the evidence base are valuable to the Cabinet Member in their decision making and recommendation from all reviews are referred to Cabinet to receive an executive response and plan to implement the actions.

Figure 6 Statistical information review and Inquiry meetings

Child Sexual Exploitation (CSE)

Health

Following the evidence session the members of the Wolverhampton CCG held a health CSE scoping meeting to discuss their role in safeguarding children and young people. Local representatives from the main health providers such as GP, Accident & Emergency, GUM, paediatrics and mental health and others were invited to contribute to the discussion and also review health representation on a number of committees. The meeting addressed the use of the CSE screening tool in these areas and their effectiveness.

The scoping meeting outlined what the different providers were adding to the agenda and the level of representation by individuals on the groups, such as MASE, CMOG, and SEMT; and whether these participants needed to be updated.

Licensing Service

The licensing service agreed to make a number of changes to make it easier for people to report concerns about drivers and also to make formal complaint. The following changes will be introduced to improve Private Hire Vehicle (PHV) client's access to making a complaint:

- On the next review of PHV signage Licensing will look at altering / supplementing the internal signage to advise clients that enquiries / queries can be made to The City of Wolverhampton Council.
- Licensing will also look at improving the relevant parts of the council website to ensure that when someone searches on the internet for how to complain about a taxi etc. in Wolverhampton that the relevant Council webpage can be found easily and the complainant directed to City Direct.
- It has been raised that some people complain to private hire vehicle operators either directly or via their social media sites. On the next review of PHV operator conditions an additional condition will be considered requiring the base to make complainants aware of City of Wolverhampton Council's role in licensing and that they can complain directly to the Council.

Recommendations and Cabinet response to the recommendations can be found [here](#)

Electoral Registration and Participation

Why

Councillors undertook a scrutiny review assessing electoral registration and participation in Wolverhampton because of low voter turnout at recent elections, changes to the registration process and the drive for greater local democracy and accountability.

What for / objectives

The review focused on issues that fall within the City of Wolverhampton Council's remit: identifying the barriers to increasing voter registration and participation and building

intelligence for our on-going democratic services work. The review sought to answer the following:

- How best could the Council communicate with residents about the eligibility criteria for registering to vote?
- What work should/could the Council do with educational institutions and voluntary and community groups to increase knowledge about registering to vote and voting?
- What barriers, if any, prevent eligible residents from registering to vote?
- What else could be done to maximise electoral registration?

Findings

The review made recommendations to address the issues identified, which broadly fall into three themes: engagement, information and communication. The Council has already started to implement some of the recommendations, which should improve the mechanics of registering to vote and/or voting.

City of Wolverhampton Council Volunteering Offer

In recent years there has been a shift in the way and reasons why people volunteer, and recognition that volunteering is an individual pursuit for which there should be robust mechanisms and support to embrace existing and develop new skills and experience; in turn this will add social value to existing service provision.



The report identifies that the Council's volunteer offer should make clear the difference between voluntary work placements, work experience and volunteering in its purest form. It outlines the different pathways, training and support that should be available to individuals, volunteers and supervisors in service areas. It considers the service area capacity and resource required to facilitate and provide equal opportunities and protection of all volunteers, supervisors and customers. The main conclusions arising from the scrutiny review respond to the questions raised in the scoping of this work. They shape the recommendations to Cabinet and will feed baseline information into the wider development of a City Strategy for Volunteering.

The conclusions fall into four main areas:

- Volunteer Policy
- Skills and Pathways
- Additionality
- Resource

What changed during the review as a result of the evidence gathering? The Heads of Service Group received evidence gathered and findings of the review group to develop the Council's approach and ensure communication and consistency of offer. The review raised awareness of the current offer within services and with voluntary and partner organisations.

Recommendations and Cabinet response to the recommendations can be found [here](#)

Previous review outcomes during 2015-16

Scrutiny Review of Deaf Services 2010/11

In May 2016 the Council committed itself to addressing key pledges to improve access and rights to the Deaf people by signing up to the charter. Work started with the deaf community following the scrutiny review and has continued to develop over the years.

Private Rented Sector Housing Review 2014/15

'Rent with Confidence' as recommended by the review group is taking shape in Wolverhampton, the funding identified to resource licensing in arrears of deprivation has been made available by Public Health.

Infant Mortality Review 2014/15

Scrutiny Board received an update report on progress in implementing review recommendations. The Public Health Consultant reported that a 12 recommendation plan had come out of the review which focused on co-ordinated local responses, issues of poverty and deprivation being addressed and existing practices and policies being changed. Health and Wellbeing Board received a report detailing the active participation from across all service areas and a willingness to work together to reduce the number of deaths. There is on-going work to make New Cross Hospital site smoke free and adopt examples of best practice from other NHS Trusts.

Details of how to find out more about Scrutiny

Agendas, reports and minutes for all Scrutiny meetings are on the Council's website at <http://www.wolverhampton.moderngov.co.uk>

More information on Scrutiny at Wolverhampton City Council is available on the Council's website at www.scrutiny@wolverhampton.gov.uk or from:

Scrutiny Team
City of Wolverhampton Council
Civic Centre
St Peters Square
Wolverhampton
WV1 1SH

If you need this information in another format or language please contact
Tel: 01902 555043
e-mail: scrutiny@wolverhampton.gov.uk

Scrutiny Board

14 June 2016

Report title	Quarter 4 Corporate, Social Care and Public Health 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)	Steve Rice	Customer Engagement Manager
	Tel	01902 553203
	Email	steve.rice@wolverhampton.gov.uk
Report to be/has been considered by	List any meetings at which the report has been or will be considered, e.g.	
	Corporate Leadership Team Strategic	23 May 2016
	People Leadership Team	23 May 2016
	Place Leadership Team	23 May 2016
	Strategic Executive Board	31 May 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 January 2016 to 31 March 2016.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. Part A of the report relates to statutory complaints activity for Adult Social Care, Children and Young People Social Care and Public Health, Part B relates to all other complaints activity governed by the corporate complaints procedure.

Part A – Adult Social Care, Children and Young People Social Care and Public Health Complaints Activity.

1.0 Purpose

- 1.1 Complaints activity concerning Adult, Children and Young People's Services and Public Health are governed by legislative framework and have to be dealt with in accordance with statutory guidance.
- 1.2 For Children's and Family Services, Regulation 14 (1) of The Children Act 1989 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for resolution, most stage one complaints should ideally be concluded within this time limit.
- 1.3 Where the service cannot provide a complete response, it can implement a further ten days' extension (regulation 14(5)). If necessary, the Complaints Manager may also suspend stage one until an advocate has been appointed (regulation 14 (3)). The maximum amount of time that stage one should take is 20 working days. After this deadline the complainant can request consideration at stage two if they so wish.
- 1.4 Where the complainant feels that they have not received a satisfactory outcome they will be informed that he/she has the right to move on to stage two if they wish.
- 1.5 In Early Help, which is not governed by the legislation of the Children Act 1989, the authority has adopted the legislative guidelines for timescales for response to and closure of complaints across all service areas in order to provide a continuity of service.
- 1.6 Adult Social Care and Health complaints have to be dealt with in accordance with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The Local Authority currently has a joint protocol for the handling of cross boundary complaints.
- 1.7 Public Health Complaints have to be dealt with in accordance with The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- 1.8 Whilst the regulations do not stipulate timescales for resolution to complaints, the People Directorate operate a ten day organisational timescale. This can be extended to 20 working days for more complex cases.
- 1.9 Non statutory People Directorate complaints are dealt with in accordance with the Corporate Complaints Procedure.
- 1.10 Details of the appropriate complaints procedures can be found on the Council internet site.

2.0 Complaints Intervention.

2.1 The following actions are in operation to monitor satisfactory resolution of complaints in a timely manner:

- Proactive chasing of managers responding to complaints, in accordance with escalation plan in operation.
- Mediation between complainants and investigating officers.
- Quality assurance checks undertaken of complaint response letters.
- Weekly reporting to Service Directors and Heads of Services on the status of complaints, detailing any areas for concern where managers will need to prioritise outstanding complaints and resolution in order to receive a satisfactory prompt outcome for the complainant.

Children and Young People.

3.0 Customer Feedback Activity.

- 3.1 **Informal Complaints:** The complaint regulations provides an opportunity for children / young people to raise issues of concern without those matters being treated as formal complaints as long as they are speedily and effectively addressed. These are referred to as Informal complaints; **nine** were received during quarter 4, the same number received in quarter 3.
- 3.2 **Formal complaints:** During quarter 4 (1 January 2016 to 31 March 2016) the Council received a total of **29** formal children social care complaints, compared to **25** in quarter 3, this represents an increase of **four** complaints.
- 3.3 No particular service area received a disproportionate number of formal complaints during quarter 4. The **29** complaints received this quarter refer to **15** separate service areas. Complaints in relation to Looked After Children teams total **13** compared to **10** in the previous quarter.
- 3.4 During this quarter **24** formal complaints were resolved.
- 3.5 **Timescales:** **13** complaints were responded to and concluded satisfactorily within the initial ten day statutory timescale. **22** out of the **29** complaints received this quarter were responded to and concluded satisfactorily within 20 working days, a further **two** complaints were concluded in just over 21 days, with **five** complaints on-going. The average number of days to respond and close all complaints over the term fell from 12 days to 10 days during this quarter, a positive position.
- 3.6 **Complaint Issues:** During quarter 4, the nature of Children and Young People complaints depicts a similar trend to the previous quarter, the main issue of complaint being communication (**nine**) and quality of service (**nine**). Complaints in relation to communication relates to advising people of decisions and plans.

Complaints in relation to quality of service tends to refer to a view that there has been a lack of help or support and changes of social workers.

- 3.7 **Complaint Outcomes:** Of the **24** complaints closed this quarter; **eight** were upheld, **nine** complaints were partially upheld and **seven** complaints were not upheld.
- 3.8 Stage 2 Complaints: Where the complainant is dissatisfied with the written response at Stage 1 they have the right to request that matters should proceed to Stage 2 - a formal independent complaint investigation. No requests have been received to move any complaint to Stage 2 formal investigation during quarter 4 compared to one in quarter 3.
- 3.9 **Compliments:** During this fourth quarter, **23** compliments were received for Children and Young People, an increase of **three** on the previous quarter.
- 3.10 **Annual Reporting:** As required within the complaint regulations an annual report in relation to all registered children social complaints will be compiled and presented to Senior Managers and Councillors for scrutiny. We can report that the overall number of children social care complaints received for 2015/16 is **127**, compared to **150** in 2014/15; this is a decrease of **23** over the year. The annual report will set out analysis and explanations behind complaint activity including the decrease in complaint figures, complaints received, timeliness, resolutions, outcomes and lessons learned.

4.0 Adult Social Care and Public Health.

- 4.1 During quarter 4 (1 January 2016 to 31 March 2016) the Council received **20** formal complaints compared with **10** in quarter 3, representing an increase of **10** complaints this quarter. This is reflected in appendix 2.
- 4.2 **No** complaints were received in relation to Public Health services this quarter, compared to **one** in the previous quarter.
- 4.3 No particular service area received a disproportionate number of complaints in quarter 4; the highest volume of complaints was received by the Adult Community West Team with **four** complaints.
- 4.4 **21** complaints were resolved during this quarter; **nine** of these complaints were upheld, **seven** partially upheld and **five** were not upheld.
- 4.5 **Timescales:** **12** complaints were responded to within the initial ten day timescale. A further **seven** complaints were responded to within 20 days. The average number of days to respond and conclude all complaints went down to **11** in this quarter compared to **18** days in quarter 3.
- 4.6 **Compliments:** **37** compliments were received for Adult Social Care in quarter 4, compared to **20** received for the previous quarter.

4.7 **Annual Reporting:** As required within the complaint regulations an annual report in relation to all registered adult social complaints will be compiled and presented to Senior Managers and Elected Members for scrutiny. We can report that the overall number of adult social care complaints received for 2015/16 is **81**, compared to **116** in 2014/15; this is a decrease of **35** over the year. The annual report will set out analysis and explanations behind complaint activity including the decrease in complaint figures, complaints received, timeliness, resolutions, outcomes and lessons learned.

5.0 **Local Government Ombudsman (LGO) Enquiries, Assessment Enquiries or Corporate Stage 2 investigations.**

5.1 Please see 9.0, 10.0, 11.0 and 17.0, for LGO enquiries/initial assessment enquiries.

6.0 **Learning from Complaints.**

6.1 Children and Young People, Adult Social Care and Public Health services are committed to learning from customer feedback and require the completion of a learning log/implementation plan from each complaint investigated. Where complaints highlight that things have gone wrong, managers are required to identify any remedial and improvement action. This is reflected in appendix 3.

6.2 Feedback from compliments is also considered as it provides a valuable source of information affirming when services make a difference and personal attributes of the worker has added value to the outcome for users and carers.

6.3 Feedback is provided to all Heads of Service and Senior Management Teams on a regular basis, in order to promote positive learning and to influence service improvement.

6.4 Service Directors are provided with a summary of learning from complaints and implementation plans on a quarterly basis, such that they form a regular agenda item for discussion.

6.5 Head of Service are provided with completed implementation plans in order to ensure recommendations are implemented.

Part B – Corporate Complaints Activity.

7.0 This section provides a summary of the corporate complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during quarter 4 (1 January 2016 to 31 March 2016) Please refer to appendix 5 to 8.

7.1 The Customer Feedback team monitor and record all enquiries. The team analyses and monitors customer feedback which 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.

All corporate complaints, compliments, Housing Ombudsman and Local Government Ombudsman enquiries are considered a form of customer feedback.

8.0 Stage One Complaints.

- 8.1 During quarter 4 (1 January 2016 to 31 March 2016) the Council received 57 stage one complaints compared with 62 during quarter 3, a decrease of five.
- 8.2 The details contained in Appendix 6 shows that the number of complaints received this fourth quarter 2015/16 of 57 complaints compares to 101 complaints received in the same quarter for 2014/15, a decrease of 44 complaints.
- 8.3 During quarter 4 (1st January 2016 to 31st March 2016) Waste Management received the highest number of stage one complaints (**12**), followed by Revenues and Benefits (**eight**): with Leisure Centres receiving (**seven**).
- 8.4 **Complaint Outcomes:** All complaints are assessed as to whether they are upheld (Council at fault) or not upheld (Council not at fault). Of the **57** stage one complaints received during this Quarter, **48** (91%) complaints were not upheld (Council not at fault) and **five** (9%) were upheld (Council at fault).
- 8.5 Of the **five** complaints upheld they refer to Customer Services (**one**) Leisure Centres (**one**) Facilities Management [**one**] Revenues and Benefits (**one**) and Libraries (**one**)
- 8.6 As a result of continuous monitoring with service managers, the issues identified from the upheld (Council at fault) complaints have been addressed. As a remedy to the complaint, an apology is issued to the customer informing them of the improvements that have been made to service delivery as a consequence of their complaint. Appendix 6 shows a summary of stage one complaints received.
- 8.7 **Timescales:** The target response time for responding to stage one complaints is 95% within a timescale of 21 calendar days. Investigating officers are contacted on a weekly basis through phone or email to confirm deadlines; where delays are unavoidable, the Customer Feedback team ensure that complainants are kept updated. The Customer Feedback Team also provides proactive support to investigating officers to ensure that they meet these target response deadlines.
- 8.8 During quarter 4 (1 January 2016 to 31 March 2016) **56** (98%) of all stage one complaints were responded to within this target timescale.
- 8.9 The average response time for responding to each complaint was **11** days; compared to **13** in the previous quarter, this a positive position and has contributed significantly to achieving the overall response time target for quarter 4 (1 January 2016 to 31 March 2016).

9.0 Stage Two Complaints.

- 9.1 If a customer is dissatisfied with the response provided at stage one of the complaints procedure, they have the option to escalate their complaint to stage two. Stage two complaints are investigated by the Customer Engagement Manager; a report is issued to the service director and a response sent out to the customer accordingly.
- 9.2 During quarter 4 (1 January 2016 to 31 March 2016) the Council received **two** stage two corporate complaints. The complaints refer to library services (**one**) and city environment – regarding over hanging trees (**one**) Following investigation neither of the two complaints were upheld (not at fault).

10.0 Local Government Ombudsman Enquiries.

- 10.1 Local Government Ombudsman enquiries are formal investigations. Local authorities are requested to provide information about a complaint; this information is requested via a LGO enquiry.
- 10.2 During quarter 4 (1 January 2016 to 31 March 2016) the Council received **three** LGO enquiries; **one** enquiry for the People Directorate, **one** for the Place Directorate and **one** for the Corporate Directorate. This is reflected in appendix 5.
- 10.3 The LGO enquiry for the People Directorate refers to care provision to an Adult service user. We are awaiting a decision on this matter and will report on the outcome in the next quarterly performance report
- 10.4 The LGO enquiry for the Place Directorate refers to a planning application. The outcome is complaint upheld, maladministration, no injustice.
- 10.5 The LGO enquiry for the Corporate Directorate refers to an alleged failure to maintain land resulting in damage to property. We are awaiting a decision on this matter and will report on the outcome in the next quarterly performance report.

11.0 Local Government Ombudsman / Housing Ombudsman Assessment Enquiries

- 11.1 In order for the Ombudsman to determine whether a case should be formally investigated, local authorities are requested to provide further information about a complaint; this information is requested via an “assessment enquiry”.
- 11.2 During quarter 4 (1 January 2016 to 31 March 2016) the Council received **six** LGO initial assessment enquiries and four Housing Ombudsman assessment enquiries.
- 11.3 **Four** enquiries were in relation to Wolverhampton Homes as set out below.
- Complaint regarding tenancy agreement / right to buy. It is understood the Ombudsman will carry out a full investigation.

- Complaint about rubbish being left in the garden by a previous tenant which had been concealed behind a fence. Current outcome is that the LGO will take no further action and has returned the complainant back to the Councils complaint procedures.
- Complaint about repairs not being completed - issue over a boundary dispute and council's responses. LGO decided this was a premature complaint and returned the complainant back to Wolverhampton Homes complaint procedures.
- Complaint about allegation over ASB. Awaiting decision.

- 11.4 **One** enquiry for Legal Services in relation to Planning Applications and Committees. LGO decided this was closed after initial enquiries deciding it was not within their jurisdiction.
- 11.5 **One** enquiry for City Economy in relation to security staff at an event. LGO decided this was closed after initial enquiries deciding it was not within their jurisdiction
- 11.6 **One** enquiry for Education Services in relation to refusal to allow a music course to be demonstrated. Closed after initial enquiries - out of jurisdiction of the Ombudsman office.
- 11.7 **One** enquiry for Democratic Support in relation to a person being banned from the Civic Centre. LGO decided this was a premature complaint and returned the complainant back to the Councils complaint procedures. However, the LGO is considering a separate complaint issue with regards to requirements of Councillors in reporting incidents.
- 11.8 **One** enquiry for City Environment / Public Realm in relation to road surfacing. LGO decided this was a premature complaint and returned the complainant back to the Councils complaint procedures
- 11.9 **One** enquiry for City Assets, Corporate Landlord in relation to the handling of sale of land. Awaiting the outcome. The LGO has passed this to their investigation team for full investigation.

11.10 Assistant Ombudsman Meeting.

- 11.11 The Ombudsman Office invites Councils to contact a designated Assistant Ombudsman should any queries arise or clarification be needed in relation to complaints. During this fourth quarter the Council's Corporate Complaints Manager met with the Assistant Ombudsman in Coventry to informally discuss a wide number of important matters in relation to complaint handling and customer experience. Areas discussed include draft decisions reached by the Ombudsman, general guidance that could be provided by the Ombudsman to Councils in relation to their expectations. The Assistant Ombudsman took on board the issues that were raised and a greater mutual understanding was reached.

12.0 Compliments

- 12.1 All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. This is reflected in appendix 8. During quarter 4 (1 January 2016 to 31 March 2016) the Council has received **90** compliments from customers.

13.0 Customer Focus Groups

- 13.1 Complaint focus groups are arranged by the Customer Feedback Team on a quarterly basis.

They are attended by customers who have raised issues with the Council regarding specific topics. A focus group planned for 22 March 2016 could not proceed due to unavailability of customers invited to attend. A further date will be arranged and an update will be provided within the next quarterly performance report. Findings from the focus group will be presented to the appropriate Heads of Service and 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.

14.0 Service Improvement Reports

- 14.1 When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce 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. Service improvements reports are currently being compiled for all upheld complaints.

15.0 Ward Data

- 15.1 During quarter 4 (1 January 2016 to 31 March 2016) ward complaint data has been collated; monitoring ward data provides an insight into trends, equalities data and numbers in complaints for each ward. This information is detailed at appendix 7.

16.0 Monitoring Information

- 16.1 All complainants are requested to supply equalities monitoring information but response rates are uneven. In terms of the returns that have been received and analysed there are no concerns with the data analysis; there is no evidence of any groups being disproportionately affected. This is reflected in appendices 4 and 7.

16.2 The Council, being under the Public Sector Equality Duty must, on an on-going basis, consider how its policies are working for the diverse communities a Council serves.

17.0 Local Government Ombudsman Updates.

- 17.1 During this fourth quarter the LGO has advised of the outcome to **four** other enquiries raised with the Council during the second and third quarter of 2015/16. Two of these enquiries refer to the Place Directorate. The first refers to the Directorate wrongly transferring a burial plot to a third party, the outcome was Upheld - maladministration and injustice.
- 17.2 The second closed enquiry relating to the Place Directorate referred to failing to investigate a parking issue properly, the outcome was complaint not upheld – no maladministration.
- 17.3 The third closed enquiry referred to the People Directorate in relation to the payment of top up fees in a residential care home. The outcome was Upheld - maladministration and injustice.
- 17.4 The fourth closed complaint is in relation to Corporate, Education Services, a school admission complaint. The LGO concluded that the complaint was Upheld: finding maladministration and injustice.

18.0 Financial Implications

18.1 There are no financial implications associated with the recommendation in this report. [GE/24052016/X]

19.0 Legal Implications

19.1 The statutory complaints procedure must comply with various statutes. These include:

- Children and Family Services - The Children Act 1989, Representations Procedure (England) Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989
- Adult Social Care - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009; which came into force on 1st April 2009.
- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
[TS/25052016/E]

20. Equalities Implications

20.1 There are no equalities implications associated with this report where in relation to its recommendation for noting.

There are important equalities implications in terms of the complaints procedure itself and these were analysed for equalities implications when the corporate complaints procedure was reviewed in 2015.

An equality impact assessment will be carried out during 2016 in relation to the separate Adult and Children social care complaints procedures.

21.0 Environmental Implications

21.1 There are no environmental implications associated with this report.

22.0 Human Resources Implications

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

23.0 Corporate Landlord Implications

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

24.0 Schedule of Background Papers

24.1 None for consideration.

Appendices

1. Children and Young People Customer Feedback Dashboard
2. Adult Social Care and Public Health Services Customer Feedback Dashboard
3. People Directorate Organisational Learning
4. Corporate Complaints Equalities Data Stage 1
5. Corporate Customer Feedback Stage 2, LGO Enquiries and Ward Data
6. Corporate Customer Feedback Stage 1 Dashboard
7. Corporate Ward Data
8. Compliments Data

Appendix 1 - Quarter 4 (January - March 2016)

Formal complaints received



Page 67

This represents an increase of

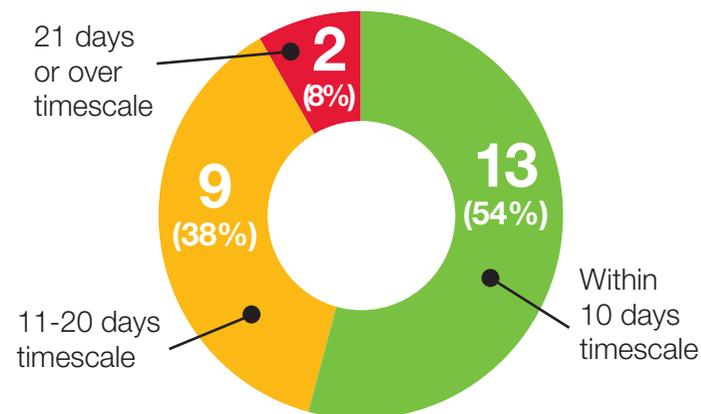


16%

Stage 1 complaints comparison for quarter 4



Response timescales



Average complaint response time

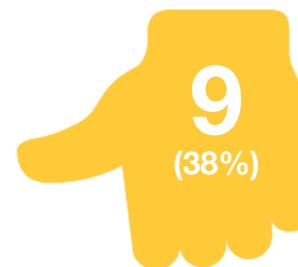


Complaints where the Council is at fault (upheld)



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

Complaints where the Council is partially at fault



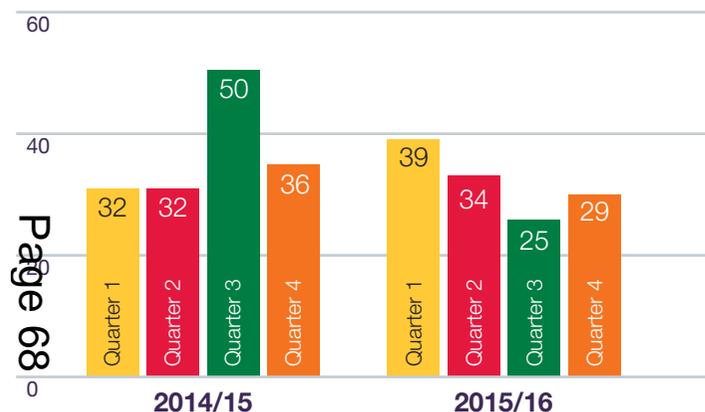
Complaints where the Council is not at fault



Appendix 1 - Quarter 4 (January - March 2016)

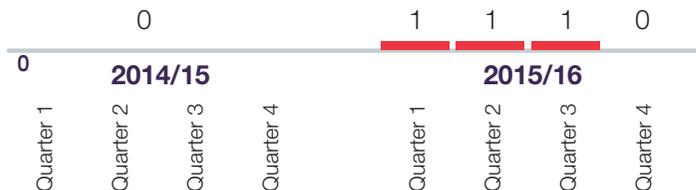
Stage 1 complaints comparison

Breakdown by quarter



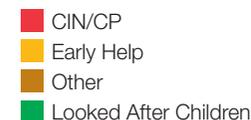
Stage 2 complaints comparison -

Breakdown by quarter



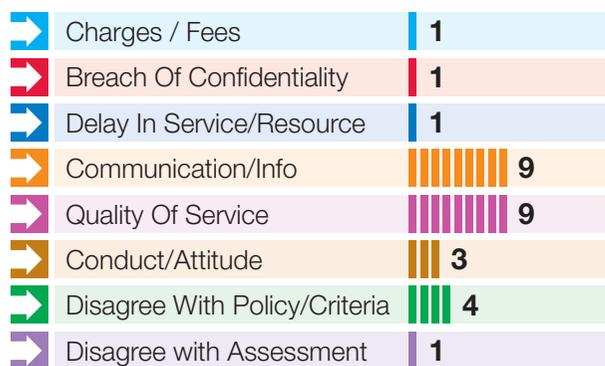
Stage 1 complaints received

Breakdown by service area



Stage 1 complaints received

Breakdown by category



23

Compliments

9

Informal
complaints

Appendix 2 - Quarter 4 (January - March 2016)

Formal complaints received



Page 69

This represents an increase of

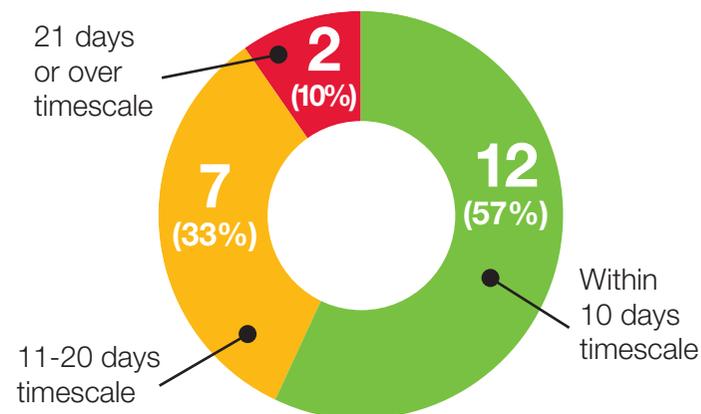


50%

Stage 1 complaints comparison for quarter 4



Response timescales



Average complaint response time

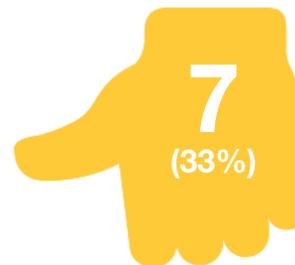


Complaints where the Council is at fault (upheld)



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

Complaints where the Council is partially at fault



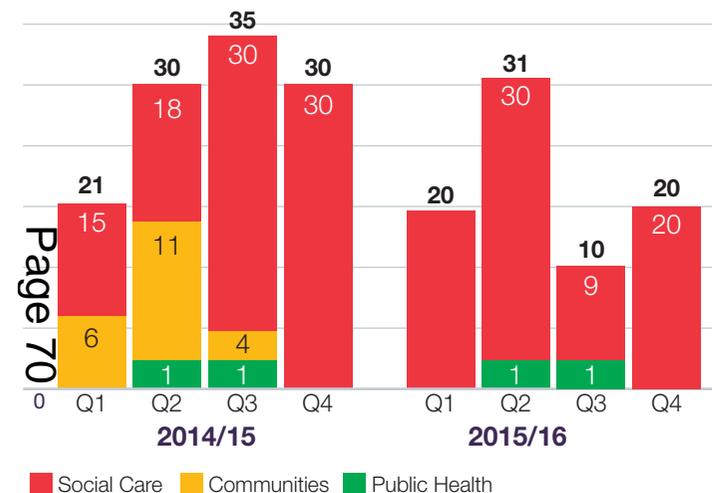
Complaints where the Council is not at fault



Appendix 2 - Quarter 4 (January - March 2016)

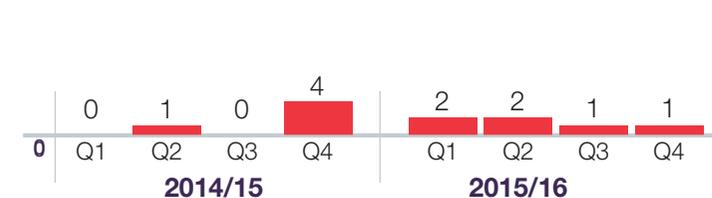
Stage 1 complaints comparison

Breakdown by quarter



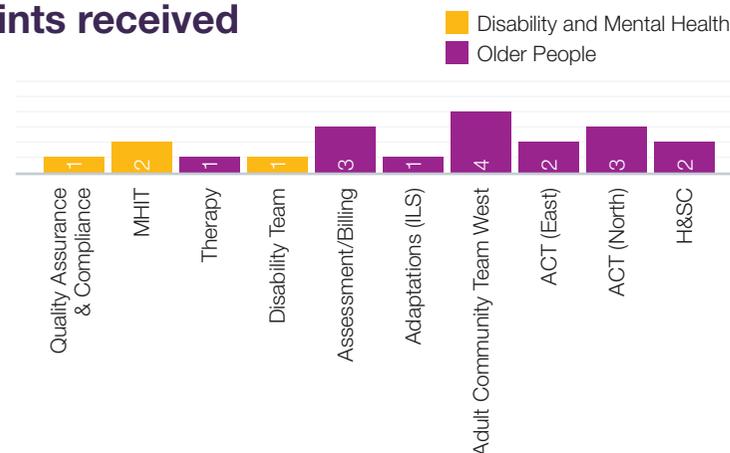
LGO enquiries or investigations

Breakdown by quarter



Stage 1 complaints received

Breakdown by service area



Stage 1 complaints received

Breakdown by category



37

Compliments

4

Informal complaints

People Directorate

Customer Feedback - Organisational Learning

Appendix 3 - Quarter 4 (January - March 2016)

Learning from Customer Feedback is an increasingly important part of the Authority's philosophy. Managers responding to complaints are encouraged to identify any shortcomings within the service. In a service striving for excellence there is no room for complacency and where there is an open culture of reflective learning, complaints can at best be used in the design, delivery and improvement of services, as well as highlighting concerns for the safety and welfare of adults: children, young people and families. Below are brief descriptions of learning from complaints for this quarter.

ASC - Therapy Assessments (ILS) -

The length of time it is taking for a Therapy Assessment for a Wet Room.

Learning: Ongoing work around waiting list is already taking place.

ASC - Assessment and Billing -

Incorrect invoice and reminder letter issued.

Learning: System has now been corrected and staff have been reminded to check the accuracy of their work.

ASC - Mental Health Intake Team -

Comments made by social worker are inaccurate and do not take on board the family concerns as she has not even met with them yet.

Learning: For all social workers involved in resettlement cases to engage with families provided the service user agrees and there are no safeguarding concerns raised.

ASC - Community Team East - Communication issues regarding social workers not returning 'phone calls and never doing what they say they will do. Family member was due to be assessed in September 2015 and this still has not been done.

Learning: Need to consider change in practise and a more robust monitoring of cases waiting for reallocation.

ASC - Community Team West - Failure to respond to correspondence received from the family seeking clarification of the funding for their mother's placement.

Learning: Ensure communication is maintained with customers; particularly informing them of progress when promised deadlines cannot be met.

CYP - Upper Pendeford Farm - Young person complained about a member of staff's behaviour towards them.

Learning: To monitor member of staff's future interactions with young people.

CYP - Leaving Care/Transitions Team - Daughter has been offered no support by the team, and the leaving care plan has not been adhered to to ensure she is looked after and helped to enter into adult life.

Learning: To ensure that Policies and Procedures in relation to care leavers are followed. Training has been organised for the team to ensure workers are trained in producing clear and concise pathway plans within realistic and specific timescales.

CYP - Social Work Unit - Complaint in relation to not receiving support/financial support in relation to taking care of young person following a falling out with her mother.

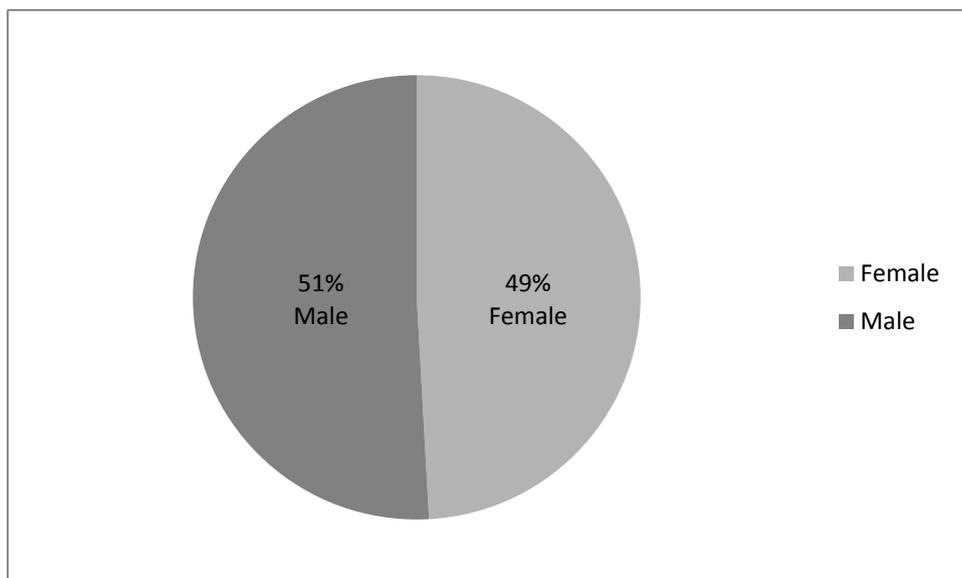
Learning: To ensure that there is effective communication between all parties and to ensure that referrals are made in a timely capacity.

CYP - LAC - Issues around father having his rights taken away from him and not being kept informed of everything that is going on. A discussion took place with the father to explain the reasons behind the actions/decisions made.

Learning: Improved and regular clear communication with birth families.

Appendix 4

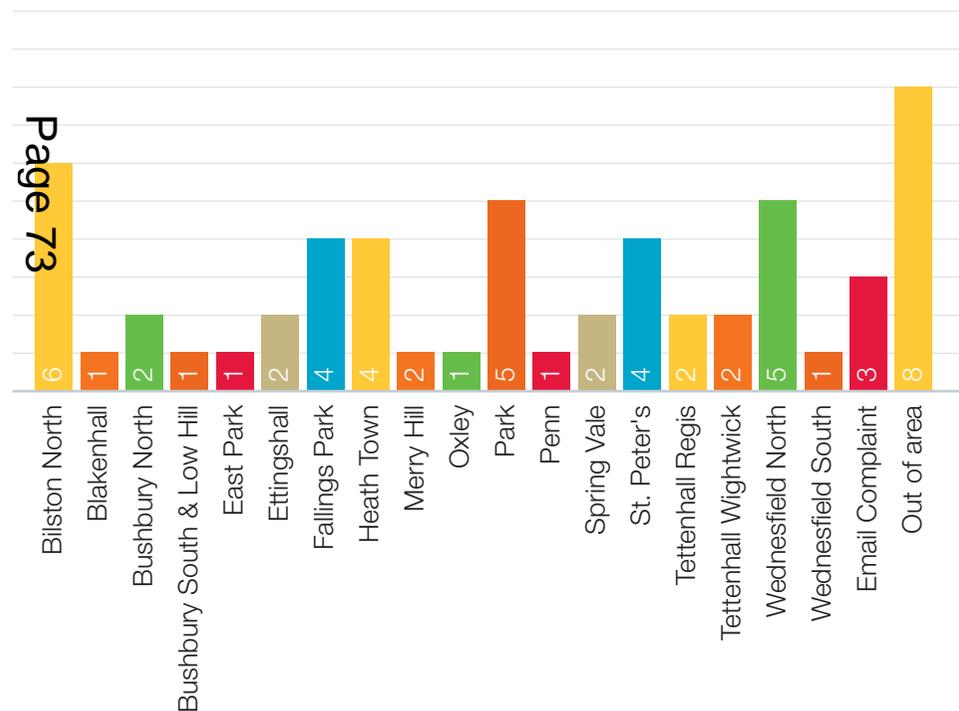
Equalities data for Corporate Stage 1 Complaints – January to March 2016



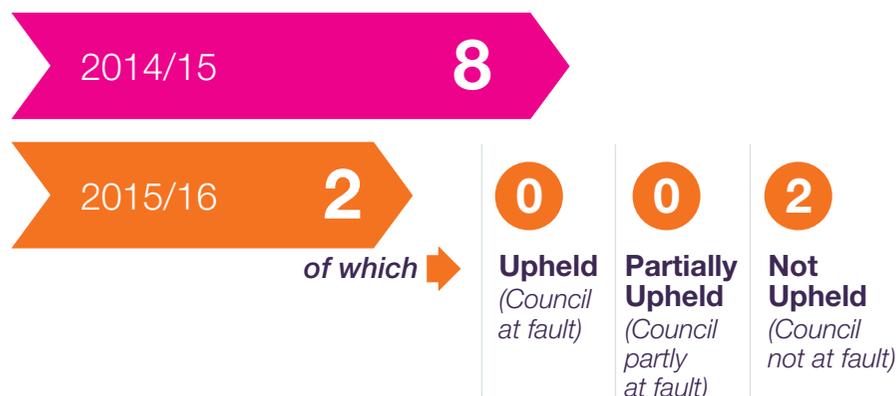
Service Group	Female	Male
Governance	1	0
Finance	3	6
City Assets	4	7
City Environment	14	12
Customer Services	4	1
Older People	2	1
Education	0	2
Total	28	29

Appendix 5: Quarter 4 (January - March 2016)

Complaints received by ward



Stage 2 complaints comparison for quarter 4



LGO enquiries for quarter 4



Appendix 6: Quarter 4 (January - March 2016)

Complaints received



Page 74

Complaints where the Council is at fault (*upheld*)

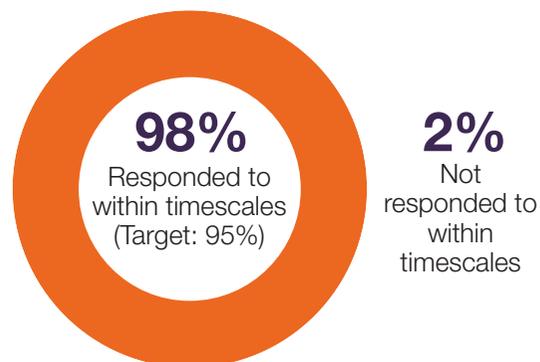


Issues have been identified from 5 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is not at fault



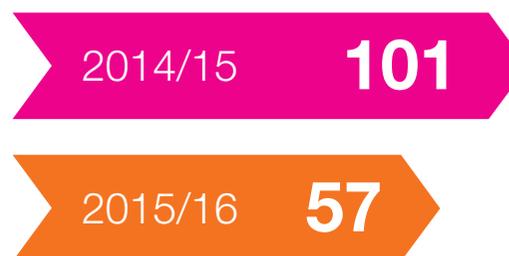
Response timescales



Average complaint response time



Stage 1 complaints comparison for quarter 4



Complaints received down by

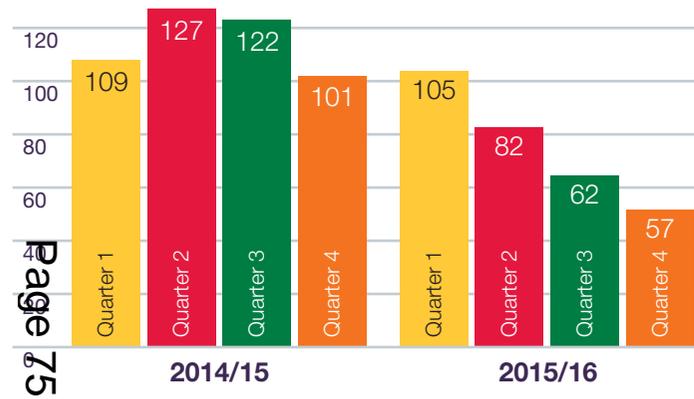


decrease due to service groups being encouraged to be more pro-active in resolving complaints at service level.

Appendix 6: Quarter 4 (January - March 2016)

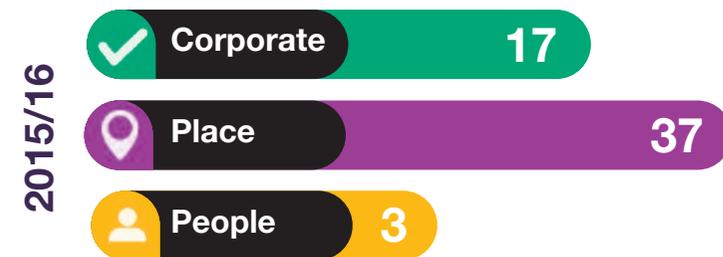
Stage 1 complaints comparison

Breakdown by quarter



Stage 1 complaints

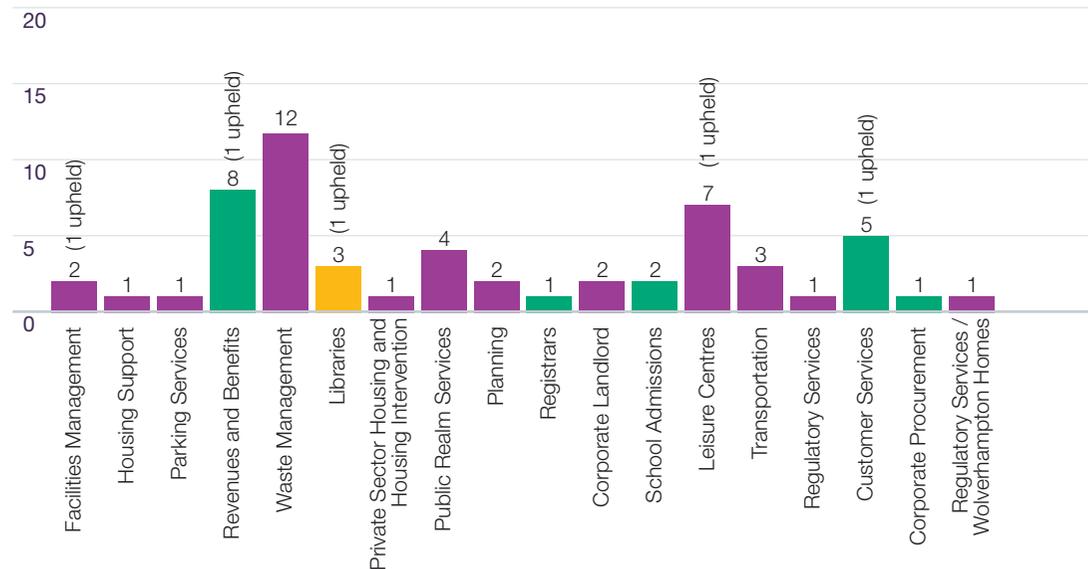
Breakdown by directorate



Stage 1 complaints received

Breakdown by service area

Complaints were not upheld unless otherwise indicated.



Compliments received

A decrease of 41% from Q3



Appendix 7
Complaint Ward Equalities Data – Stage 1 Corporate Complaints
Quarter 4 – January – March 2016

Key
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of complaints received	Complaint upheld	Equalities Data	Nature of complaint
Bilston North	6	No	G=Female E= D= A=	Complaint regarding tree cutting
		Yes	G=Female E= D= A=	Complaint over customer services personnel
		No	G=Female E= D= A=	Complaint regarding delays with the delivery of new bins
		No	G=Male E=Caribbean D= A=25-44	Complaint regarding payment of benefits
		No	G=Male E= D= A=	Complaint about conduct of truck driver
		No	G=Male E=White D=No A=16-24	Complaint regarding non delivery of bin request
Blakenhall	1	No	G=Male E= D= A=25-44	Complaint regarding bin collection policy

Bushbury North	2	No	G=Female E= D= A=	Complaint over length of time it took to renew WV active membership
		No	G=Male E= D= A=	Complaint about lack of information for non-collection of bins
Bushbury South and Low Hill	1	No	G=Male E= D= A=	Complaint about advice given to tenant
East Park	1	No	G=Male E= D= A=	Complaint about customer service staff
Ettingshall	2	No	G=Female E= D= A=	Complaint regarding membership process at Leisure Centre
		No	G=Male E=Indian D= A=25-44	Complaint against staff at Leisure Centre
Fallings Park	4	No	G=Female E= D= A=	Complaint about parking in disabled areas
		No	G=Female E= D= A=	Complaint about bins not being collected
		No	G=Male E=White D=Yes A=	Complaint regarding Library services
		No	G=Male E= D= A=	Complaint over attitude of staff
Heath Town	4	No	G=Female E=Caribbean D= A=	Complaint about removal of refuse bin which has not been replaced
		No	G=Male E= D= A=	Complaint regarding direct debit set up and court costs

		No	G=Male E= D= A=	Complaint about driver of bin lorry
		No	G=Male E=White D= A=	Complaint about procurement staff conduct
Merry Hill	2	No	G=Female E= D= A=	Complaint over officer conduct 24 hour
		No	G=Male E= D= A=	Complaint about removal of bollards from outside home address
<u>Oxley</u>	1	No	G=Female E= D= A=	Complaint about student exemption for council tax
<u>Park</u>	5	No	G=Female E= D= A=	Complaint about registrar staff providing unacceptable service
		No	G=Female E=White D= A=	Complaint about Environmental service regarding mice infestation
		No	G=Male E=White D=No A=45-PA	Complaint about inaccuracies over granting planning permission
		No	G=Male E= D= A=	Complaint regarding decision with planning permission
		No	G=Male E= D= A=	Complaint about lack of action regarding report of repairs to road
<u>Penn</u>	1	No	G=Female E= D= A=	Complaint regarding school crossing warden and road safety

<u>Spring Vale</u>	2	No	G=Female E=White D= A=25-44	Complaint about the way she was spoken to by council staff
		No	G=Female E= D= A=	Complaint regarding advice given
<u>St Peters</u>	4	No	G=Female E= D= A=	Complaint about customer service staff
		No	G=Male E= D= A=	Complaint about child's admission to school
		No	G=Male E= D= A=	Complaint about how housing benefit case was handled
		No	G=Male E= D= A=	Complaint regarding monies paid into non preferred account
<u>Tettenhall Regis</u>	2	No	G=Female E= D= A=25-44	Complaint about not having a bin collection for 3 weeks
		No	G=Female E= D= A=25-44	Complaint regarding policy on garden waste
<u>Tettenhall Wightwick</u>	2	No	G=Female E= D= A=	Complaint over flag not being displayed
		No	G=Female E= D= A=	Complaint about refuse collection drivers
<u>Wednesfield North</u>	5	No	G=Female E= D= A=	Complaint regarding library services

		No	G=Female E= D= A=	Complaint regarding lack of Christmas bin collections
		No	G=Male E= D= A=	Complaint regarding delay with school admissions
		No	G=Male E= D= A=	Complaint against waste management driver/vehicle
		No	G=Male E= D= A=	Complaint about how his complaint was handled over dog fouling
<u>Wednesfield South</u>	1	No	G=Female E= D= A=	Complaint over tree cutting
<u>Email Complaint</u>	3	Yes	G=Female E=Indian D= A=	Complaint about allegation of damaged book from library
		No	G=Male E= D= A=	Complaint about lack of action regarding non operation of traffic lights
		Yes	G=Male E= D= A=	Complaint regarding cancelled swimming classes at Leisure Centre
<u>Outside Area</u>	8	Yes	G=Female E= D= A=	Complaint over council tax charges
		No	G=Female E= D= A=	Complaint regarding private sector housing
		Yes	G=Female E= D= A=	Complaint regarding toilet facilities at Park
		No	G=Male E= D= A=	Complaint about parking facilities at Leisure Centre

		No	G=Male E= D= A=	Complaint about officer not keeping in contact and not returning calls/emails
		No	G=Male E= D= A=	Complaint over parking at Leisure Centre
		No	G=Male E=White D= A=	Complaint about position of road bumps
		No	G=Male E= D= A=	Complaint about lack of response to enquiry
Total	57	5		

Appendix 8

Corporate Compliments Data - Q4 January to March 2016

Directorate/Team	Nature of compliment
Corporate	Grand Total = 15
Customer Services	Total 6
1	Compliment for officers manner and politeness
2	Compliment for professionalism of call handler
3	Compliment about front of house personnel
4	Compliment for professionalism of duty manager
5	Compliment regarding officer conduct
6	Compliment for courtesy of front of house staff
Revenues & Benefits	Total 4
1	Compliment for staff at speed of handling query
2	Compliment over reassurance of staff
3	Compliment in regards to staff conduct
4	Compliment over advice given by staff
Education	Total 4
1	Compliment for professionalism of staff
2	Compliment for understanding of staff
3	Compliment of expertise of staff
4	Compliment over advice received
Corporate Complaints	Total 1
1	Compliment in regards to how customers complaint was handled
Place/City Environment	Grand Total = 8
Waste Management	Total 2
1	Compliment regarding helpfulness and going extra mile of refuse staff
2	Compliment over efficiency of refuse collectors
Public Realm	Total 6
1	Compliment regarding excellent work of street scene worker
2	Compliment regarding kindness of street scene worker
3	Compliment of efficiency of clearing up mess
4	Compliment about conduct of street scene workers
5	Compliment about efficiency of street cleaners
6	Compliment regarding school crossing warden

Place/City Assets	Grand Total = 65
Planning Services	Total 31
1	Compliment regarding speed of service
2	Compliment over explaining policy and procedure
3	Compliment regarding speediness of service
4	Compliment over quickness of response
5	Compliment regarding speed of response
6	Compliment regarding smoothness of application
7	Compliment regarding professionalism of staff
8	Compliment regarding straightforwardness of policy and procedure
9	Compliment regarding response times and clear communication
10	Compliment regarding efficiency of staff
11	Compliment regarding courtesy and understanding of staff
12	Compliment regarding knowledge of staff
13	Compliment regarding efficiency of staff
14	Compliment regarding assistance of completion of application
15	Compliment regarding understanding of needs
16	Compliment regarding professionalism of staff
17	Compliment regarding clear communication
18	Compliment regarding advice and guidance given by staff
19	Compliment regarding communication of applications
20	Compliment regarding ease of application
21	Compliment over efficiency of staff
22	Compliment regarding efficiency of staff
23	Compliment regarding general assistance of application
24	Compliment over efficiency of staff
25	Compliment of understanding of needs
26	Compliment regarding speediness of staff
27	Compliment of smoothness of application
28	Compliment understanding of needs
29	Compliment regarding professionalism of staff
30	Compliment of speed of completion of application
31	Compliment over communications with staff
Housing Options	Total 34
1	Compliment staff knowledge and understanding
2	Compliment regarding care of staff

3	Compliment regarding clear information given
4	Compliment regarding professionalism of staff
5	Compliment of conduct of staff
6	Compliment regarding conduct of staff
7	Compliment regarding kindness of staff
8	Compliment over courtesy of staff
9	Compliment over understanding of staff
10	Compliment over conduct of staff
11	Compliment over efficiency of staff
12	Compliment over conduct of officers
13	Compliment over understanding of staff
14	Compliment regarding ease of application
15	Compliment over efficiency of staff and going the extra mile
16	Compliment over explanations over procedures
17	Compliment over helpfulness of staff
18	Compliment over efficiency of staff
19	Compliment regarding professionalism of staff
20	Compliment over efficiency of staff
21	Compliment over understanding of needs
22	Compliment over conduct of staff
23	Compliment over patience and understanding of staff
24	Compliment regarding smoothness of application
25	Compliment over advice and guidance received
26	Compliment over knowledge of staff
27	Compliment regarding customer service skills of staff
28	Compliment over smoothness of application
29	Compliment over diligence of staff
30	Compliment over staff professionalism
31	Compliment over staff courtesy
32	Compliment over explanation of policy and procedures by staff
33	Compliment for staff conduct
34	Compliment regarding quick completion dates
People/Older People	Grand Total = 2
1	Compliment over library services
2	Compliment over courtesy of staff

Appendix 8

Social Care Compliments Data - Q4 January to March 2016

Directorate/Team	Nature of Compliment
People	
Adult Social Care	
HARP	Fantastic staff and wonderful support off all – could not be happier with the care I have received.
	I have been very pleased with the HARP team. I have found them to be very helpful, friendly and obliging. I do not know what I would have done without them. I would like to thank all of them for being so kind.
	I am quite happy with the service I have received from the HARP service.
	I had a few issues to start with which were sorted quickly. Staff were on time. Excellent service for less abled people.
	The ladies who come to see were lovely, approachable and I have been very pleased with the service.
	They are all very friendly. They asked me lots of questions and they are very helpful.
	I found all the carers to be kind, considerate and helpful. I would like to thank all of them for the care I received.
	Compliment received – staff informed.
Bradley Resource Centre	Compliment received – staff informed.
	Thanked the staff for their service
	Verbal compliment received
	Compliment received – staff informed.
	Compliment received – staff informed.
Disabilities Team	I have been a service user for some time now and wanted to take the opportunity of sending a commendation with regard to how member of staff has helped me recently. It is a pleasure to come across someone who is helpful, professional and cheerful whilst carrying out their work.
Ernest Bold	Mother stated she is very happy and overwhelmed with all the activities her son takes part in when visiting the service. He always seems so happy to attend.
	Family mentioned daughter was really happy with the

	service she gets at Ernest Bold.
	Mother stated the family are very happy with the service delivery from Ernest Bold.
	Mother stated her son has settled well into Ernest Bold and seems happier.
Health and Social Care Team	I would like to express my gratitude to the social worker for the support and effort which he put into the Care Package for our mother. His commitment to dealing with the requirements necessary for our mother was second to none.
	Letter received thanking social workers for their involvement in making her aunt's 'next chapter of life more safe, secure and happy.
	Telephone call received advising "thanks as communication was a lot better".
	Service user expressed her appreciation of the care and attention given by social worker. It was note that the social worker guided her through previously unknown areas and without her help the whole situation would have become unbearable. Social worker's caring and friendly attitude was noted.
	Family expressed their thanks to the Service Manager and that they were satisfied with her input, assessment and support.
	Telephone call to the team to thank social worker for her help and a quick response time.
	Postcard received to thank social worker for her efforts and sympathy and compassion shown.
Recovery House	Complimentary Feedback form received from a service user stating "I'm proud of what Recovery House has done for me".
	Complimented staff "great team – home from home".
	Excellent feedback form received.
Support Plus	Compliment received on the service provided for individuals at Brickkiln Community Centre.
	Compliment received on how nice the building is at Brickkiln Community Centre, and how activities are provided.
	Compliment received on the service and support provided for her son at Oxley Support Plus.
Swan Bank	Compliment received – staff informed
	Father stated he was happy with the support his son receives from the service.
	Mother stated she was happy with how the transition from Swan Bank to Ernest Bold had happened and thanked the staff.

Children and Young People	
Fostering Team	I would like to compliment the social worker. She is always efficient, professional and shows understanding at all times.
	I would like to thank social worker for all her hard work and efforts. We found her very straight forward and could not have had a better worker.
	No complaint. I am happy with the service I receive.
Adoption Team	A big thank you for locating photos for the child's life story.
Blakenhall Contact Centre	Completed questionnaire praising how friendly and welcoming staff are.
	Compliment on the building being lovely – much improved since she was here over two years ago. Very welcoming and much improved “child friendly”.
	Written comment that she always finds the Centre staff polite, helpful and attentive.
Early Help (0-5yrs)	I just want to say how wonderful my experience has been with them. I have enjoyed attending baby massage and playgroup at Bilston Nursery. I have also attended the swimming sessions run at the William Centre; it has been a wonderful place to play, socialise and to get some support with local parents and very friendly, helpful and support from staff. The service has been invaluable to me with my first child and I truly hope that other people have the opportunity to continue to access it.
Early Help (5-18yrs)	Worker is very good at engaging parents in a supportive manner. His professional and relaxed approach is very effective.
	I have received wonderful feedback over the last month which has enabled me to meet regularly with a group of young people from the Youth Council, Leaving Care and LAC Board.
	The meeting went really well and I could tell that lots of work had been done with this family to get the young person back to school.
	Assistant Head at school took me aside to tell me how impressed he is with the educational psychology support that staff have all been providing to the school.
	Compliment received in relation to what an excellent educational psychologist the staff member is and how good it is to have her working with the school. Her communication with the school is excellent, as is her knowledge.
Fostering Team	Compliment received in relation to the training list sent out recently. It was clear, easy to follow and she

	especially liked the coloured boxes.
	I would like to personally thank you for all your support today. It has enabled me to complete my TSD standards.
LAC	I do commend the social worker and her colleagues for their ability to bring to life some of the key issues that impact on children and young people whilst in the care of local authorities and after they have left the care system.
LAC Team 1	I thought the social worker's assessment was well written and gave a good account of the children's current circumstances. I also thought the plan was detailed and outcome focused. I was really pleased with how hard the worker has worked to stabilise the placement and help the children feel secure with their new Foster Carer.
	My social worker is the best social worker I have ever had. He was straight to the point and just nice. Once I was at Stafford Road and playing on my playstation I looked out of the window and saw him, and I had the biggest smile on my face. I never usually smile seeing a social worker. Talking about him now makes me happy.
	Just wanted to say that when I met with you briefly to discuss a couple of cases, it was refreshing to see and hear that you appear to have a good sense of your cases, what needs to happen and what is in the best interests of the children. Your efforts are appreciated and valued.
	I would like to say a big thank you to the social worker for her support on Tuesday evening.
LAC Team 2	Social Worker continually delivers a very high standard of practice. Well done.
Leaving Care/Transitions Team 1	The report was current, reflective and focused on the young person's needs; drawing on the relevant research appropriately.
	I would like to commend one of your social workers who helped us out with the recent Section 47. She was a breath of fresh air and great at her job, knew what she was doing and was keen to support the child's case as much as she could; even knowing that unfortunately he would unlikely become one of her cases.

Scrutiny Board

14 June 2016

Report title	Progress Report – Equalities Champion	
Cabinet member with lead responsibility	Councillor Milkinder Jaspal – Cabinet Member for Governance	
Wards affected	All	
Accountable director	Kevin O’Keefe – Director of Governance	
Originating service	Democracy	
Accountable employee(s)	Arif Sain	Head of Equalities and Diversity
	Tel	01902 555048
	Email	Arif.sain@wolverhampton.gov.uk
Report to be/has been considered by	N/a	

Recommendations for action:

1. The Scrutiny Board is asked to note and comment on the report

1.0 Summary

1.1 Key Achievements/Activities

- Reviewed and agreed the progress report on the Council's Equality Objectives Action Plan 2012 – 2016. Also approved new equality objectives for 2016 – 2018.
- On the 9 May 2016, the Council assessed itself as having reached 'Developing' status of the Equality Framework for Local Government.
- In addition, it also launched and signed up to the British Deaf Association's British Sign Language Charter to improve access and the rights of Deaf people.
- Attended Wolverhampton's LGBT Pride Indoor Event on 3 October 2015.
- Helped launched International Day Against Homophobia February 2016 and International Women's Week March 2016.
- The Council has revised its Equality Analysis processes to ensure that it is meaningful and robust.
- Championed the recent Equality Framework review and agreed plans to support the Council to reach 'Developing and 'Achieving' status.
- The Council has established new internal reporting structures which include directorate based equality groups that report into a strategic equality group.
- Reported to the Scrutiny Review Group on my role as a Champion for Equalities, Chair of the Equalities Project Board and the Corporate Equalities Steering Group.
- Attended meetings with the Equality & Diversity Forum, the Over 50's Group.
- Liaised with members of members of Wolverhampton Youth Council and Women of Wolverhampton.
- I have also worked with Wolverhampton Homes.

2.0 Background

- 2.1 Scrutiny has a key role to play in relation to equalities. Relatively new equalities duties mean that a public body's work in the field of equality is now as much statutory as many of these functions more traditionally accepted as local authority areas of responsibility. These statutory duties extend across the Council's functions and define the way we must work when we are making decisions on new policies or reviewing existing ones.
- 2.2 The Council has embarked on a new journey to reach 'Achieving' status of the Equality Framework for Local Government. The Council is aiming to reach 'Achieving' status of the Equality Framework by March 2017. The framework provides plans to support local authorities to develop and embed good equality and diversity practice; make a positive impact on our communities and help the Council to develop a highly skilled, diverse and inclusive workforce. Gaining an LGA Equality Award will help the Council to demonstrate to its service users and the wider community that equality really is at the heart of everything it does and the services it delivers.

There are three levels of accreditation, Developing, Achieving and Excellence.

- 2.3 In many instances these equality duties can be critically addressed by using equality analysis as a key part of service and policy design. As Equalities Champion, I have encouraged the use of this approach as a way of developing the best services and also protecting the Council from expensive legal challenge. I have also supported the review of this process which has led to the development of new equality analysis framework.
- 2.4 We need robust structures to help us to achieve positive change of equalities issues. To ensure that equality and diversity issues are embedded across the organisation the Council have developed a new Strategic Equality Group (SEG) which will be chaired by the Council's Corporate Equality Champion, Kevin O'Keefe. Three new Directorate Equality Groups have also been established which are chaired by Service Directors who will report into the SEG. However, this will only take us part of the journey. It is important that we urge Members, in their everyday work with the policy development process at WCC, to assist the Council's progress on equalities by paying close attention to reports, and particularly the equalities implications of these reports.
- 2.5 We are developing four staff equality forums covering all nine protected characteristic groups. It is hoped that this could be one of the measures required to support the Council identify objectives which will help us to identify barriers to recruitment and progression and develop actions that will tackle some of these issues.

3.0 Financial implications

- 3.1 There are no financial implications associated with the recommendation in this report as Scrutiny Board is requested to note the key achievements and activities outlined.
[GE/07062016/D]

4.0 Legal implications

- 4.1 The achievement of 'Developing' status of the Equality Framework will further support the Council in meeting it's duties under the Equality Act 2010.
[RB/07062016/M]

5.0 Equalities implications

- 5.1 The achievement of 'Developing' and 'Achieving' status of the Equality Framework will support the Council to develop and embed good equality and diversity practice and create a more diverse and inclusive workforce. The equalities implications for the authority are implicit in this report.

6.0 Environmental implications

- 6.1 There are no direct or indirect environmental implications.

7.0 Human resources implications

7.1 There are no human resource implications.

8.0 Corporate landlord implications

8.1 There are no corporate landlord implications.

9.0 Schedule of background papers

9.1 Non-applicable.

Scrutiny Board

14 June 2016

Report title	Corporate Plan 2016 - 2019	
Cabinet member with lead responsibility	Councillor Roger Lawrence Leader	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Organisational Development	
Accountable employee(s)	Charlotte Johns Tel Email	Head of Organisational Development 01902 554240 Charlotte.johns@wolverhampton.gov.uk
Report to be/has been considered by	Cabinet Full Council	29 June 2016 20 July 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Endorse the approach to the development of the new 3-year Corporate Plan.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. The contents of the Corporate Plan 2016 - 2019.

1.0 Purpose

- 1.1 The purpose of this report is to set out the approach and progress against developing the new 3-year Corporate Plan for 2016 – 2019.

2.0 Background

- 2.1 A new 3-year Corporate Plan builds upon the simplified priorities as ‘stronger communities’ (People) and ‘stronger economy’ (Place) supported by a ‘Confident Capable Council’ (Corporate). It has been developed around cross-cutting outcomes, which underpin our priorities for the City and steer the organisation to successful delivery of these.
- 2.2 We are achieving this by adopting an outcome based business planning approach.

3.0 Outcome Based Planning

- 3.1 Outcome based planning enables us to understand how people and other resources are being utilised and allows leaders to make decisions based on a single version of the truth, understanding the cause and effect across the organisation. It supports informed challenge to enable us to reform services based on this increased understanding rather than re-size or stop providing them when there are alternative options for transformation.
- 3.2 Services are aligning their delivery and investment outputs as part of their business plans to ensure the council is defining and challenging value based on the degree of their impact on the delivery of corporate outcomes.
- 3.3 This will allow the Council to more clearly target priority services for investment and lesser priority areas for developing alternative operating models for increased efficiency and enable financial colleagues to establish increasingly focussed cost benefit analysis to ensure we are delivering the best value for each public pound being spent.
- 3.4 Outcome based planning is enabling the Council to form an integrated workforce plan and shape development of our people around clear business priorities over the medium term. This will enable the Council to forward plan the shape and nature of the workforce it will need in the future and target development of skills and talent to be able to deliver better with less.

4.0 Format of the Plan

- 4.1 The plan is based on a similar design to the Vision 2030 (Our Vision for the City of Wolverhampton in 2030). This is intended demonstrate the joined-up approach between the two documents.
- 4.2 A final draft of the Corporate Plan is attached.

5.0 Performance Reporting

- 5.1 A 'Wolverhampton Scorecard' will be developed which will enable Councillors, management, employees and the public to drill down from the high level Corporate Plan in to more detail on the performance and progress against the outcomes for each of the objectives.
- 5.2 Performance measures relating to the People and Place outcomes will become the 'City Scorecard' and those measures developed as part of the C3 programme workstreams will form part of the 'Council Scorecard'. Both scorecards will be reported on a quarterly basis to the Cabinet (Performance Management) Panel and Scrutiny Board.
- 5.3 The Performance and Insight Team are exploring the use of Verto to capture this data at source, and ensure that it is easily and readily accessible as part of the web based access to corporate planning and performance information. This will also link to the on-going work around a corporate dashboard/scorecard approach using Qlikview.
- 5.4 Performance measures included in the plans should adhere to the SMART methodology (specific, measureable, achievable, realistic and time-bound), and are governed by an accountability framework, target setting, as well as defined (and documented) methodology.

6.0 Financial implications

- 6.1 The revised Corporate Plan, including the outcome based business planning approach, will enable Councillors and Officers to prioritise and reform services.
- 6.2 Budget efficiencies arising from the implementation of outcome based business planning will be incorporated into the budget setting process and reflected in the Medium Term Financial Strategy.
[MH/06062016/C]

7.0 Legal implications

- 7.1 There are no specific legal implications arising from this report. The Council's statutory responsibilities will be discharged through delivery of the Corporate Plan.
[TS/02062016/S]

8.0 Equalities implications

- 8.1 The Council has a number of equality objectives, which underpin the Corporate Plan. Any policy change or budget decision is subject to an Equality Analysis screening, to understand the potential impact on the nine protected characteristics.

9.0 Environmental implications

- 9.1 There are no direct environmental implications arising from this report. Environmental implications will be in several of the objectives of the Corporate Plan

10.0 Human resources implications

10.1 There are no human resources implications arising from this report. The Future People programme in the Corporate Plan will most significantly address HR implications.

11.0 Corporate landlord implications

11.1 There are no corporate landlord implications arising from this report. The Future Space programme in the Corporate Plan will most significantly address corporate landlord implications.

Transforming Our City

Our Corporate Plan 2016-2019

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CITY OF
WOLVERHAMPTON
COUNCIL



Transforming

Our City

Introduction

Our Corporate Plan sets out how we will deliver better outcomes for residents and businesses in the City of Wolverhampton. It is also the cornerstone of our transformational plans to build an ever more *Confident, Capable Council*.

At its heart is our desire to deal with the things that really matter to local people. We will do this by working together with city, regional and national partners to create an even stronger economy and more resilient communities, building on the solid foundations laid in recent years.

It prioritises economic development and regeneration to bring jobs, growth and opportunity to local people and businesses. It will also tackle some of the social challenges the city faces. Safeguarding the most vulnerable people in our communities continues to be a top priority



for the council alongside transforming the aspirations of residents and valuing fairness and equality in everything we do.

This plan is consistent with, and complements, the City of Wolverhampton's Vision 2030 – a strategic blueprint commissioned by the council and developed in close collaboration with key partners. It's about achieving real outcomes for the citizens of Wolverhampton and is underpinned by solid and sustainable plans, ensuring that the council can be held to account for what it has promised to deliver.

Above all the Corporate Plan is about delivering our mission - **working as one to serve our city.**

Performance will be monitored on a quarterly basis using a new digital performance management tool and reported to Scrutiny Board and Cabinet Performance Management Panel.

Our Corporate Plan

Working as one to serve our city

Place Stronger Economy

Delivering effective core services that people want

An environment where new and existing businesses thrive

People develop the skills to get and keep work

Keeping the city clean

Developing a vibrant city

Improving our critical skills and employability approach

Keeping the city moving

Supporting businesses, encouraging enterprise and attracting inward investment

Improving the city housing offer

People Stronger Communities

People live longer, healthier lives

Adults and children are supported in times of need

People and communities achieve their full potential

Promoting and enabling healthy lifestyles

Safeguarding people in vulnerable situations

Challenging and supporting schools to provide the best education for children and young people

Promoting independence for older people

Strengthening families where children are at risk

Enabling communities to support themselves

Promoting independence for people with disabilities

Keeping the city safe

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Confident, Capable Council Stronger Organisation

Future Council - stronger council ready and able to deliver change



A stronger economy

The City of Wolverhampton is an ambitious city with big plans. We have strong foundations to build on. We are **one of the top ten fastest growing areas in the UK for economic growth** and **billions of pounds of investment** are either planned or being spent across the city.

However, we also have significant challenges that we are determined to tackle. We have the highest proportion of adults with no qualifications in the UK and are the tenth most deprived area based on employment levels. That's why driving economic investment and growth, improving skills and creating jobs are central to the whole of our corporate plan.

Local residents and businesses must benefit from the growth that we will experience over the coming years. We will create an environment where new and existing businesses thrive and people can develop the skills they need to get and keep work and secure better-paid jobs.

Keeping the city moving and improving our



connectivity to the wider UK economy through free-flowing roads and easily accessible public transport are key to our growth strategy. We will also create a cleaner, greener city with a vibrant, attractive city centre that people are keen to visit and welcoming neighbourhoods in which people are proud to live.

Housing growth and choice – boosted by an innovative, new council-owned housing company delivering 1000 homes in the next five years – will encourage more people to set down their roots in the city, further contributing to economic growth.

Our 25 outcomes show how we intend to deliver these broad ambitions, in close collaboration with city partners.

Delivering effective core services that people want

An environment where new and existing businesses thrive

People develop the skills to get and keep work

Keeping the city clean

Improvements to our streets and green spaces will forge greater pride in our city and improve the quality of our local environment.

By 2019/2020 we will:

- Page 101
- have welcoming neighbourhoods and an attractive city centre by making them cleaner and greener
 - encourage community engagement and pride in neighbourhood cleanliness
 - safeguard our environment and reduce waste by increasing residents' and businesses' recycling and reuse rates
 - have good and improving air quality in the city.



Keeping the city moving

Our transport networks are major assets which need to be maintained and developed so that people and goods can move safely and efficiently.

By 2019/2020 we will:

- drive economic growth across the city and the wider region by investing in an effective and integrated transport network
- have a well maintained highway network boosted by an integrated approach to traffic management across the city and wider Black Country region
- reduce the city's dependency on cars by providing improved facilities for alternative modes of transport.



Improving the city housing offer

Improving the quality and supply of housing for current and future residents is essential to encourage investment and active participation in our communities.

By 2019/2020 we will:

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have better quality housing by delivering new homes, supported housing, increased private renting and sale through our council-owned company

- build affordable council housing and new starter homes for people on lower incomes in areas where people want to live
- ensure that prospective tenants can “rent with confidence” from private landlords who will be supported to improve the quality of homes
- reduce the risk of becoming homeless by supporting vulnerable people with advice and guidance



- increase the availability of homes within the city by bringing empty properties back into use quickly.

Developing a vibrant city

The council and its partners have a distinctive offer to attract investment, developers, new occupiers and visitors to the city.

By 2019/2020 we will:

- transform gateways to the city to improve first impressions
- have a leisure, retail, visitor and cultural experience to be proud of
- have well-designed, safe public spaces where people want to walk, meet and relax
- prepare key sites to attract major investment and development by leading companies to create new jobs
- deliver good quality, sustainable urban design based on ‘smart city’ principles.



Supporting businesses, encouraging enterprise and attracting inward investment

Our city will be a place that is attractive to new companies, where business can innovate and grow and new forms of entrepreneurship are encouraged.

By 2019/2020 we will:

- be well positioned within the UK and overseas as a “location of choice” for trade, conferencing and inward investment
- support local businesses and entrepreneurs to grow, prosper and innovate
- strengthen local supply chains and job opportunities.

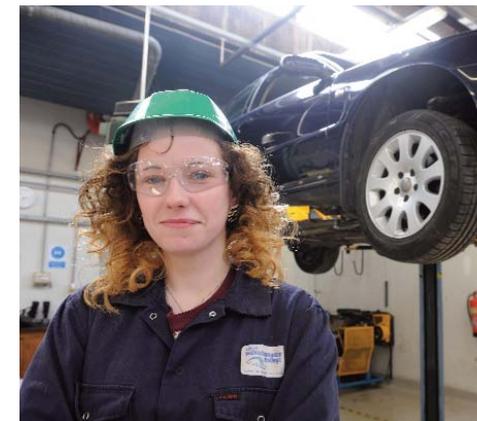


Improving our critical skills and employability approach

We want more people to be in employment with better-paid jobs. By working with partners, we will increase opportunities for local residents.

By 2019/2020 we will:

- have a joined-up skills and employment service which will give people of all ages access to career guidance and a range of routes into work
- have fast-track programmes that help prepare local people to compete successfully for new job opportunities
- encourage more local businesses to participate in skills, education, employment and corporate social responsibility programmes
- be a dynamic regional centre for learning, training, creativity and innovation
- increase the number of people with digital and financial skills.



Building even stronger communities

The City of Wolverhampton's greatest asset is its people. New ways of working aimed at transforming service delivery are central to building even stronger communities.

We are moving at pace to develop and implement new models of commissioning that deliver services more efficiently and, most importantly, improve outcomes for service users.

Our focus has shifted to early intervention and prevention, in order to help strengthen families and promote greater independence for vulnerable and older people.

By making early intervention a key strategic priority we are more able to prevent problems from escalating and manage demand for core services by helping and supporting families and individuals of all ages to live trouble-free and independent lives.

Not only will this approach help the council live within its means, more importantly, it will improve the lives and futures for thousands of families and vulnerable people.



People live longer, healthier lives

Adults and children are supported in times of need

People and communities achieve their full potential

Brighter futures for our youth – boosting educational quality, attainment and skills from early years to post-16 education – are also critical to transforming the city. We will challenge and support schools to help young people achieve their maximum potential, opening up new opportunities and broadening horizons for the next generation of Wulfrunians.

The city already has some of the most cohesive communities to be found anywhere in the country. A priority for the Corporate Plan is to improve the individual resilience and wellbeing of residents.

Successful partnerships between the council, health, police, voluntary, community and private sectors are essential to the successful delivery of

our plan and to tackling the social challenges in the city. Increasingly, collaboration, co-production and shared services will be the order of the day, building on the achievements we have already delivered through our Multi-Agency Safeguarding Hub (MASH) and Youth Offending Team.

These 28 outcomes detail how we will deliver our priorities and build even stronger communities in the City of Wolverhampton.

Promoting and enabling healthy lifestyles

Tackling lifestyle issues will improve quality of life, reduce the time spent with illness and have a positive effect on life expectancy in the city.

By 2019/2020 we will:

- Page 105
- have fewer smokers in the city
 - have more families supported to reduce obesity
 - have fewer people with harmful drinking habits in the city through earlier identification and intervention
 - help more people to live healthier lives through access to preventative health advice.



Promoting independence for older people

Older people in the city are able to live full and active lives, with support where necessary to promote independence and choice.

By 2019/2020 we will:

- be a welcoming place for older people with information and advice locally available
- enable people to be supported at home through integrated health and social care
- enable older people to live independently with more choice and control over their daily lives.



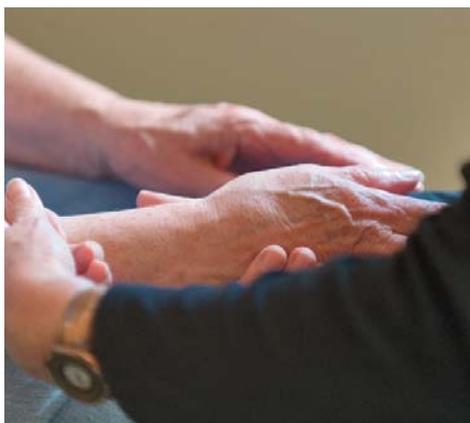
Promoting independence for people with disabilities

Vulnerable people are able to live independently and have choice and control over their lives.

By 2019/2020 we will:

Page 106

- increase access to early intervention and prevention services to improve resilience and mental wellbeing of children and young people
- maximise the independence of children and young people with a disability or a special educational need by ensuring they have a personalised Education, Health and Care Plan
- maximise access to post-16 education and employment opportunities for young people with disabilities and mental ill health through a transition pathway
- support vulnerable adults to live more independently.



Safeguarding people in vulnerable situations

Vulnerable people in the city will have the support and protection they need to improve their life chances and ensure they feel safe in their community.

By 2019/2020 we will:

- continue to identify and protect children at risk of harm
- prioritise early identification and protection of young people at risk of child sexual exploitation
- enable vulnerable adults to feel safe within their community.



Strengthening families where children are at risk

Targeting effective early help and support will strengthen families, keep children and young people safe and improve their life chances.

By 2019/2020 we will:

- ensure that children and families have swift and co-ordinated access to the right services at the right time
- achieve positive and sustained change by working with the whole family
- safely prevent family breakdown by supporting children and families.



Challenging and supporting schools to provide the best education

Raising expectations, securing swift school improvement and ensuring there are sufficient school places and resources to support children's learning are essential to providing the best education for our young people.

By 2019/2020 we will:

- encourage a strong local school-to-school support network that drives up standards and attainment
- have a robust, targeted and proportionate programme to challenge and support schools across the city
- ensure every resident who wants a school place in the City of Wolverhampton for their child is offered one and that the majority receive their preferred choice
- ensure that pupils in need of support receive the maximum benefit from additional government funding in our maintained schools
- be sustaining the delivery of excellent education, training and employment outcomes for our young people through strong professional relationships
- ensure that vulnerable children and young people receive suitable education in local schools or effective alternative provision.



Enabling communities to support themselves

Supporting communities to develop local support will build resilience in the city.

By 2019/2020 we will:

- Page 108
- maximise income and independence by ensuring people have access to information and advice
 - ensure people can easily find local support, preventative and universal services in their local communities
 - encourage people and communities to play an active part in delivering the best services possible for our city.



Keeping the city safe

A safe city creates a stable economic climate and a vibrant night-time economy which in turn improves the experience of residents, workers and visitors.

By 2019/2020 we will:

- improve outcomes for families affected by domestic violence by ensuring earlier access to information, advice and support services
- increase community cohesion through active citizenship
- give victims of youth crime a greater voice in the justice system.



Delivering a confident, capable council

Our mission, “working as one to serve our city”, is the starting point for our approach. It provides the “golden thread” to all that we do.

It also helps us to understand that we have a common purpose and that working in isolation is no longer acceptable.

Excellent performance starts with having a clearly articulated corporate plan, which sets out what our strategic priorities are for the city – a stronger economy, stronger communities, supported by a Confident, Capable Council.

Delivering a Confident, Capable Council is about being professionally excellent in all that we do – put simply, it’s having the right people, with the right skills, doing the right things at the right time.

This Confident, Capable Council priority is underpinned by the C3 transformation programme – a rigorous and robust process put in place to drive service improvement and transform the way the council works.



Future Council – stronger council ready and able to deliver change

There are seven strands to the programme:

- **Future Customer:** becoming more customer-focused and communicating effectively with our communities, businesses and key stakeholders
- **Future People:** creating a skilled, flexible workforce, increasing employee engagement, developing a can-do culture and living our core behaviours
- **Future Performance:** improving the performance of the council in line with our priorities and making effective decisions based on robust evidence, supported by accurate and up-to-date information
- **Future Works:** making use of new technology and a “digital by design” ethos to redesign and improve services, reduce bureaucracy and cost
- **Future Practice:** creating a strong culture of compliance with effective governance throughout the organisation and working in a consistent way to maximise efficiency, manage risks and reduce bureaucracy.
- **Future Money:** making the most efficient use of our financial resources, including delivery of the medium-term financial strategy
- **Future Space:** maximising the use and potential of the council’s physical assets, ensuring a better experience for our customers.

Future Customer

High quality customer services provide easily accessible services and information promptly, in a way that reflects customers' choices, needs and circumstances.

By 2019/2020 we will:

- Page 110.
- deliver responsive, joined-up and inclusive services that put the user at the heart of all that we do
 - provide first-time resolution across more service areas and timely updates to customers when enquiries require further investigation
 - have the right skills and abilities to deliver effective, customer-focused services
 - use real-time, operational information to proactively improve service delivery.



Future People

Creating a skilled, flexible workforce, increasing employee engagement and developing a can-do culture.

By 2019/2020 we will:

- have an even safer, legally compliant working environment for employees
- enhance performance, productivity and efficiency by providing support to employees to ensure their health and wellbeing
- have a leadership development plan and workforce strategy to help the organisation deliver the Corporate Plan
- maximise the capability of the workforce to deliver the council's priority outcomes by ensuring that it is flexible, engaged and agile
- develop and maintain a more diverse and inclusive workforce.



Future Performance

Information, data and intelligence provide insight to make evidence-based decisions which drive service improvement.

By 2019/2020 we will:

- Page 111
- have a corporate plan that demonstrates how our strategic objectives will be delivered and monitors progress against delivery
 - drive service improvement through a consistent and robust approach to performance management
 - provide accurate and good quality information in an appropriate, accessible and timely manner
 - ensure that data is accurate and managed consistently across the council.

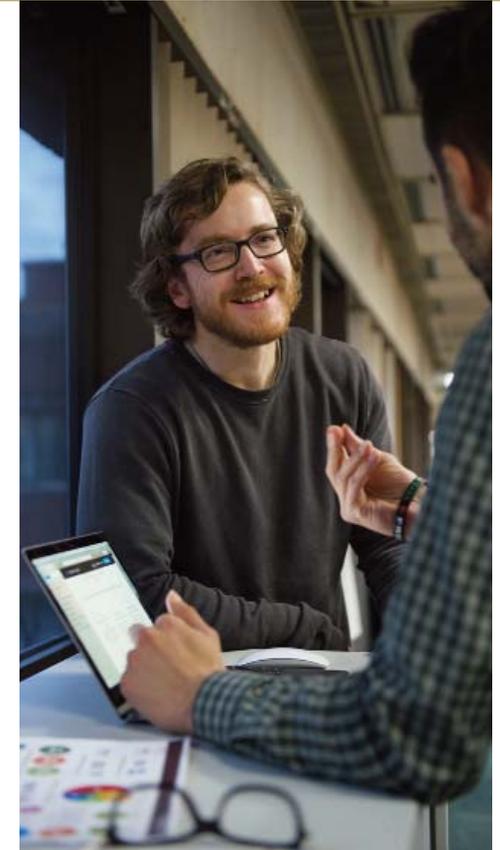


Future Works

Becoming a national leader in digital services which better serve the customer and organisation.

By 2019/2020 we will:

- provide innovative and robust ICT solutions to support performance and transformational improvement
- have digital services that are accessible to everyone all of the time
- ensure workspaces are digitally enabled
- provide value for money through investment decisions in ICT and digital services
- have a responsive, agile and customer-centric ICT service to enable and support better outcomes.



Future Practice

A confident, capable council needs policies and procedures that reflect industry best practice, meet statutory obligations and are efficient.

By 2019/2020 we will:

- Page 112.
- store and manage all records securely, in accordance with national legislation
 - have well-established and effectively managed standard operating procedures for corporate processes
 - be a strong and trusted brand through effective use of a vibrant visual identity and excellent key stakeholder engagement
 - manage key business risks effectively by being fully compliant with policy, governance and constitutional requirements
 - make it simple for organisations to find and tender for opportunities by ensuring a co-



- ordinated approach with other public sector partners in the city and across the Black Country
- have a strong procurement function to effectively manage and maximise the impact of the council's third party spend.

Future Money

Making the most efficient use of our financial resources, including delivery of the medium-term financial strategy.

By 2019/2020 we will:

- have an annual, balanced budget and outturn and have delivered a sustainable, medium-term financial strategy
- have achieved a financial “clean bill of health”
- maximise efficiency and income generation opportunities.



Future Space

Repairing, rationalising and modernising our buildings to be more efficient and improve services to our customers.

By 2019/2020 we will:

- Page 113
- deliver a cost-effective asset management portfolio by rationalising our property estate
 - establish an income stream from property assets
 - operate within a modern, flexible and fit-for-purpose work-place
 - have improved energy efficiency in our buildings
 - reduce risk and maintenance costs through effective facilities management
 - ensure maintenance and construction-related programmes are customer-focused and cost-effective.



Our core behaviours

PRIDE in our city

How we will behave

- P** Put customers first - *be customer focused*
- R** Raise the profile of the city - *be positive*
- I** Inspire trust and confidence - *be open*
- D** Demonstrate a can-do and tenacious attitude - *be a change agent*
- E** Encourage teamwork - *be a team player*

For more information on our work visit:

wolverhampton.gov.uk 01902 551155

 [WolverhamptonToday](#)  [@WolvesCouncil](#)  [WolverhamptonToday](#)

City of Wolverhampton Council, Civic Centre, St. Peter's Square,
Wolverhampton, WV1 1SH.

You can get this information in large print, Braille, audio or in another language by calling 01902 551155 or order online here.

Scrutiny Board

14 June 2016

Report title	Scrutiny Board Work Programme 2016-17	
Cabinet member with lead responsibility	Councillor Milkinderpal Jaspal Governance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Earl Piggott-Smith	Scrutiny Officer
	Tel	01902 551251
	Email	earl.piggott-smith@wolverhampton.gov.uk
Report to be/has been considered by	Scrutiny Board	8 September 2015 3 November 2015 15 December 2015 19 January 2016 1 March 2016 26 April 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review progress of the Scrutiny Board work programme 2016-17 to take account of emerging issues and councillor suggestions.

1.0 Purpose

- 1.1 To update and agree the Scrutiny Board work programme for 2016-17.

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.

4.0 Annual scrutiny planning event 2016-17

- 4.1 Councillors, Directors and Service Directors were invited to attend the Annual Scrutiny Planning Event on Thursday 2 June 2016. The findings and recommendations will be presented in a separate report to the Board to consider and approve.

5.0 The scrutiny annual report 2015-16

- 5.1 The draft annual report highlights the activities and key achievements of the scrutiny function for the 2015-16 municipal year.
- 5.2 The draft annual report 2015-16 will be presented to Council on 20 July 2016.

6.0 Financial implications

- 6.1 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/24052016/C]

7.0 Legal implications

- 7.1 There are no direct legal implications arising from this report.
[Legal Code: TS/25052016/S]

8.0 Equalities implications

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

9.0 Environmental implications

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

10.0 Human resources implications

10.1 There are no direct human resource implications arising from this report.

11.0 Corporate landlord implications

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

12.0 Schedule of background papers

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

Appendix 1 - Scrutiny work programme

Scrutiny Reviews 2015-16

- **Child Sexual Exploitation (CSE)** - The review report was presented to Cabinet on 20 April 2016. The recommendations were accepted by Cabinet.
- **Electoral Registration and Participation** - The review report will be presented to Cabinet on 8 June 2016.
- **City of Wolverhampton Council Volunteering Offer** - An update report will be submitted to Scrutiny Board in 2016 - 2017 municipal year.

Panel	Meeting Date	Work items
Adults and safer City	11.7.16	<ul style="list-style-type: none"> • Trading Standards <ul style="list-style-type: none"> • Fatal contraband and alcohol • Safeguarding from Rogue Traders • Crime Reduction and Community Safety • Post inspection compliance – Older people
Children, young people and families	6.7.16	<ul style="list-style-type: none"> • School Improvement Strategy - updated • Local Authority School Improvement Inspection Self Evaluation Document
Confident Capable Council	29.6.16	<ul style="list-style-type: none"> • Future Works - ensuring that we have the right IT infrastructure and business processes • Future Customer - improving customer service • Corporate Plan and Capability Development
Health Scrutiny Panel	23.6.16	<ul style="list-style-type: none"> • RWT NHS Trust Quality Account 2015-16 • RWT CQC Inspection Update • RWT Update on the Outpatients Department • Training costs for nursing staff and doctors at New Cross Hospital • CCG Primary Care Strategy update • Joint Mental Health Strategy update
Stronger City economy	5.7.16	<ul style="list-style-type: none"> • Inward investment progress • European Funded programmes
Vibrant and sustainable City	30.6.16	<ul style="list-style-type: none"> • New Cross Residents Parking Scheme • Housing Services Review